You don’t get named the most technology progressive county in the United States by doing what everyone else is doing. You do it by thinking out of the box when looking for ways that technology can help increase efficiencies and lower costs while delivering enhanced services. Fairfax County’s IT Infrastructure Director Jeff Porter understands the synergies and dependencies between technology and business operations. Since 2002 Porter, the 2008 Symantec Local Government Visionary recipient, has helped lead a massive overhaul of Fairfax County’s IT infrastructure. These initiatives, which range from security management to storage management and from email archiving and e-discovery to IT compliance, have led to millions of dollars in cost savings for the citizens of the county.

The email archiving and e-discovery solution relies on Symantec Enterprise Vault and was implemented with the assistance of Symantec Consulting Services. The results are impressive and include a three-year return on investment of $2.3 million related to labor productivity savings and email storage savings. For endpoint security, Porter and his team standardized on Symantec Multi-Tier Protection, which allows them to manage endpoint security from a centralized console. Porter and his team also added a mail security solution based on Symantec Mail Security technology that saves the IT team 1,500 hours annually dealing with spam and slashed the number of daily email received from 1 million to 200,000, an 80 percent reduction. The labor productivity gains for the county’s more than 14,000 employees are substantial, equating to more than $1.5 million annually. The team also uses Symantec Control Compliance Suite for tracking and managing compliance-related issues. Automation of previous manual tasks is saving hundreds of IT man hours, allowing Porter and his team to reallocate these IT headcount for more strategic initiatives.

For the data center environment, Porter and his team leveraged several different Symantec technology solutions. Specifically, they implemented an N+1 high availability cluster for business-critical Solaris-based servers. The 4:1 cluster delivers optimal availability while saving more than $100,000 in hardware, software, and maintenance every three years. The team also relies on Veritas Storage Foundation and Veritas Volume Replicator for managing storage volumes and file systems as well as data replication to its disaster recovery site. Symantec Business Critical Services covers both security and data center infrastructure software components from Symantec.