tecrefresh

Case study

Public sector, local government

How the City of Redondo Beach modernized its security without disrupting public safety

The city needed a cybersecurity partner, not just a firewall vendor, who could modernize a 24/7 public safety environment without taking it offline, and then stay on for the long haul.

90%+	**0**	**~2 FTEs**	**24/7**
of systems worked without a hitch the first morning after cutover	disruption to police, fire or dispatch during the transition	of work covered during the firewall project, per the city's estimate	threat detection and after-hours emergency support

The challenge

Modernizing security behind services that never sleep

Redondo Beach runs its own police dispatch, fire department, libraries and parks, and still owns its waterfront, with public Wi-Fi used by more than a million visitors a year. When Mike Cook became IT Director in 2023, he built on decades of steady leadership with a plan to take the city's security to the next level, without interrupting the services residents rely on. After evaluating several leading vendors, he selected Tec-Refresh in 2024.

The solution

A careful cutover, then a growing partnership

1. **Firewall review**
   Every rule documented, giving the city a clear, current picture of its network.
2. **2 a.m. cutover**
   Next-generation firewalls from a global leader in network security went live with Tec-Refresh's lead infrastructure engineer on site, with no disruption to police, fire or dispatch.
3. **Continuous protection**
   24/7 log monitoring and threat detection, automated server and workstation patching, and infrastructure monitoring, each from a global leader in its field.
4. **A team the city knows by name**
   After-hours emergency support from Tec-Refresh engineers, not a third-party call center.

The results

The city's infrastructure is now more resilient, continuously monitored and kept current automatically. Tec-Refresh covered the equivalent of two full-time employees for about a year during the firewall project and still covers roughly one full-time role's worth of network and cybersecurity work, freeing the city's IT team to focus where they add the most value. The city has also strengthened its Department of Justice audit responses.

> **"I was looking for much more than a vendor who just provides firewalls and answers the phone when there's an issue. I wanted a true cybersecurity partner."**
>
> **Mike Cook**, Information Technology Director

At a glance

Client
City of Redondo Beach, California

Partner since
2024

Services
Network security, threat detection, patch management, infrastructure monitoring, emergency support

Need a security partner who answers at 2 a.m.?

Start with an assessment at tec-refresh.com/assessment-services

Book an assessment