

CUSTOMER BACKGROUND

Founded in 1956, the Jurupa Community Services District is a public governmental agency that provides services and programs to the cities of Jurupa Valley and Eastvale. It is governed by five elected representatives (Board of Directors) from both cities. Serving over 140,000 people in a 40-square-mile area, JCSD provides a variety of community services and programs, including water, sewer, streetlights, frontage landscape maintenance, graffiti abatement, and parks and recreation services.

CHALLENGES

Jurupa Community Services District faced significant challenges within their organization, grappling with a multitude of issues stemming from disparate and outdated systems. These outdated and legacy systems scattered across their network not only led to frequent system failures but also hampered productivity. Compounding the problem, critical areas of their business were plagued by aging equipment that had reached its end of life, resulting in connectivity issues and substantial downtime, further exacerbating productivity losses.

Adding to their woes, JCSD relied on several service providers, each offering only partial solutions without the ability to provide comprehensive guidance or deliver a unified approach to futureproofing their technology infrastructure. This fragmented approach proved to be not only financially burdensome but also complicated coordination efforts among different service providers, ultimately proving to be unsustainable and inadequate in scaling for JCSD's needs.

RESULTS

Jurupa Community Services District enlisted Tec-Refresh for an extensive engagement aimed at evaluating their network and security infrastructure, leveraging our expertise across three core areas: business advisory, continuity, and cybersecurity. Harnessing our specialized approach, Tec-Refresh crafted a strategic plan that provided JCSD with a comprehensive overview of their current infrastructure, identifying critical areas in need of

immediate attention. These insights informed strategic investments in hardware, software, cybersecurity measures, professional services, and ongoing managed services.

Throughout the process, Tec-Refresh earned JCSD's trust through our exemplary performance and unwavering commitment to industry best practices. Consequently, we **successfully enhanced productivity** by upgrading vital infrastructure,

effectively **minimizing downtime** and bolstering overall business efficiency. Additionally, our efforts enabled JCSD to streamline their service provider arrangements, resulting in **significant cost savings**. Through our partnership, Tec-Refresh not only addressed immediate challenges but also positioned JCSD for sustained success in an ever-evolving technological landscape.