BOROUGH OF STATE COLLEGE, PENNSYLVANIA
UNITES NEIGHBORING TOWNSHIPS
WITH COMCAST BUSINESS

COMCAST BUSINESS B4B

Ethernet Network Service Connects Seven Sites;
Improves Public Safety and Community Services

PENNSYLVANIA MUNICIPALITY SERVICES HAPPY VALLEY REGION AND BEYOND

Best known as home to Penn State University, the Borough of State College, Pennsylvania provides municipal services such as police, community development, housing, parks and recreation, public works, parking, and planning and zoning to its residents.

In addition to its own needs, the Borough offers IT services to five different local organizations and neighboring townships, reaching over 90,000 residents. These organizations include the Centre Area Transportation Authority, the Centre Region Council of Governments, as well as College, Ferguson, and Patton Townships.

HIGH-CAPACITY NETWORK REQUIRED FOR GROWING REGION

In the past, these organizations each received separate bills, despite the fact that they ran on the same network – a shared 20 Megabits-per-second (Mbps) WAN – and a 30 Mbps Internet connection. The cost was shared between the different locations to help spread the burden across the different towns and organizations.

This worked well for a while as most of the bandwidth was consumed by the police departments. However, as the rest of the townships and agencies increasingly embraced digital government, including the use of cloud-based applications and services, employees began to experience latency when performing routine tasks – and especially when backing up files between sites.

The WAN and Internet speeds soon became insufficient as the region relied on the connection to remotely access both police records and larger files such as regional aerial maps. With so many growing demands on its network, the Centre Region was in desperate need of a network upgrade.

"A regional backup program allows our locations to replicate data backups between sites to help safeguard ourselves in the event of a disaster situation. Being able to do this quickly and reliably without compromising access speeds for all other operation is critical," said Angel H. Hernandez, Chief Technology Officer for the Borough of State College.

"In addition to our reliance on the WAN, our Internet access requirements had dramatically increased and we hit a wall. We desperately needed a jump in speed because faster response time is no longer a luxury, it's a necessity," added Hernandez.

SITUATION
- Pennsylvania borough provides IT services to local townships with 92,000 residents

CHALLENGE
- Network speeds not sufficient to support increased dependence on digital communication
- Overburdened network challenged to keep up with resident needs

SOLUTION
- Comcast Business Ethernet Dedicated Internet
- Comcast Business Ethernet Network Service

RESULTS
- Faster Internet connection
- Improved communications help expedite emergency response times
- Capacity to roll out new, bandwidth intensive services

COMCAST BUSINESS ETHERNET SERVICES RAMP UP COMMUNICATION FOR THE BOROUGH

After putting out a bid for network services, the Borough of State College selected Comcast Business for its speed, customer service and ability to deliver a cost-effective solution.

Comcast Business deployed a 100 Megabits per second (Mbps) Ethernet Dedicated Internet line at the State College Municipal Building which was a significant increase from the initial 30 Mbps connection.

Comcast Business also installed an Ethernet Network Service to connect seven different sites. This provided a dedicated 30 Mbps to each site – a dramatic increase from the shared 20Mbps. The new network has enabled employees at each of these buildings to work much more efficiently.

In the future, if the Borough of State College needs additional network capacity they can simply call Comcast Business instead of having to overhaul the network. This flexibility will open opportunities for sharing yet more information. Being able to stream video footage between local police departments from various street cameras across the region will add yet another layer of capability that was not before possible with the organization's previous network provider.

Added Hernandez: "Comcast's customer service has been very impressive, including everything from working through the implementation to making changes to service levels. Any one of our locations now has more network capacity than what our combined coalition had prior – and each one is a dedicated connection that makes transferring data like large map files, backups, and video much faster – without interrupting the daily work that goes into being a service-oriented government."

"Comcast's customer service has been very impressive, including everything from working through the implementation to making changes to service levels."

- Angel H. Hernandez
Chief Technology Officer
Borough of State College