



County of Sacramento

kiteworks deemed communications and collaboration standard across County departments, replacing Dropbox and other consumer solutions.

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- Brian Goshorn,
Senior IT Analyst,
County of Sacramento

Background

The County of Sacramento is home to almost 2 million people and the State capital. With personnel spanning across more than 30 departments, such as Emergency Services, Transportation, Regional Parks, Water Resources and Sanitation, the County must ensure employees can access and collaborate on information when needed—anytime and anywhere.

Challenges

County employees needed to collaborate on workflows and projects without compromising data security, which can be an issue with unsecure third party providers such as Dropbox, Google Drive and other cloud storage providers.

“Name any storage provider and it has a potential for presenting major security risks for County employees,” said Brian Goshorn, Senior IT Analyst with the County of Sacramento. “We received a directive from our CIO to find a single, secure solution that could be adopted across all County departments and made the standard for internal and external information sharing.”

When evaluating enterprise solutions, the County was focused on three requirements. The number one priority was security; the solution had to have strong security controls and the flexibility to be deployed on premise via private cloud. Secondly, the solution had to provide seamless access to documents within existing enterprise content systems, such as SharePoint—without a VPN. And, finally, the County required a solution that enabled and supported true collaboration: help employees better organize their content, manage tasks, search for content, edit and comment on files, and spearhead workflows and projects.

“Because our content is generated by multiple sources and lives across multiple systems, we wanted to provide a single window of accessibility in order to boost productivity across our departments,” said Goshorn. “Our goal was to provide secure, universal access to all County files while keeping the data in-house under our watchful eyes.”

Solution

The County selected kiteworks, Accellion’s secure content collaboration platform as it met each of the County’s requirements. Today, kiteworks syncs County documents, pictures, videos and forms, ensuring users have secure access to the most current content across all devices, online or offline.

Quick Facts – County of Sacramento



Deployed Since
2014



Number of Users
1400



SharePoint Enabled
Yes



Compliant
Yes



Mobile Integration
Yes

✓ Strong security controls and the flexibility to be deployed on premise via a private cloud

✓ Seamless access to documents within existing enterprise content systems - without a VPN

✓ Enables and supports true collaboration between employees and County contractors

With many of the County's employees out in the field managing rapidly changing situations, kiteworks also provides the County with around-the-clock content availability to keep projects moving forward, as well as keep partners and constituents well-informed.

Here are just some of the ways kiteworks supports County departments and their secure collaboration efforts:

Water Resources: This department is undergoing a massive research study, involving numerous County agencies and engineers. The kiteworks platform serves as the "go-to" solution for sharing documentation and enabling multiple parties to provide feedback and enter additional findings.

Sanitation District: As part of their regular sewer inspection process, "SacSewer" employees take pictures and shoot videos of the County's sewer system to monitor the system's health. These large files are stored and shared on kiteworks to enable engineers and other County officials to review and troubleshoot any necessary repairs.

Animal Care and Regulation: The County works with its animal shelter to notify the community about lost animals, as well as those available for foster care and adoption. County employees use kiteworks to share photos of animals, which can be accessed as needed by shelter employees.

Environmental Management: The Environmental Management Department's (EMD) Plan Review Group leverages kiteworks to exchange blueprints of facilities that it needs to review and approve. EMD also uses kiteworks to collaborate on Public Records Act (PRA) file requests.

Since deployment, kiteworks has been adopted by more than 1,400 active users and that number is growing each day. "The kiteworks platform is a huge security and efficiency story for us," said Goshorn. "We have achieved the highest levels of data security and control and our employees are able to work smarter and faster with external agencies, vendors and partners."

TOP-SELLING POINT

Comprehensive control over information sharing activities and the highest level of data security via an on-premise private cloud deployment.

STAND-OUT FUNCTIONALITY

Universal, single point of access to content in SharePoint and other systems—without a VPN.

COOL USE CASE

Sanitation employees and their external contractors access, share and store images and videos to quickly remediate issues.

About Accellion

Accellion, Inc. enables enterprise organizations to collaborate on content with external partners securely via private cloud. Enterprises can leave existing content where it lives today, and extend it outside the firewall without having to migrate content or disrupt their business workflows. Accellion's solutions are used by more than 15 million users and 2,500 of the world's leading corporations and government agencies including Procter & Gamble; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Cargill; and the National Institute for Standards and Technology (NIST).

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