

# Mission: Modernize

Unveiling tech transformations that drive enhanced, secure public services.

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# Editor's Note

Leaner tax revenues, expiring federal grants, and council directives to “digitize without debt” are pushing IT teams to do more with less. At the same time, ransomware attacks are surging—in Q1 2025 alone, the number of attacks on IT infrastructure [nearly tripled compared to a year earlier](#), and once inside, threat actors now stay hidden for [five days on average](#) before detection. Amid a wave of AI-driven phishing campaigns and shrinking talent pools, even routine patching feels urgent.

The agencies profiled in this issue are meeting these challenges head-on. They demonstrate that smart roadmaps and the right partners can turn budget constraints into catalysts for innovation:

- **Alabama Department of Conservation & Natural Resources** fortified 21 state parks with Cisco Meraki cameras and Wi-Fi, transforming public safety and visitor satisfaction—real-time monitoring, seamless connectivity, and data-driven park management all powered by C1.
- **Madison County, IL**, escaped Exchange meltdowns and Wi-Fi blackouts by migrating email to Microsoft 365, swapping brittle controllers for cloud hosted Aruba, and rightsizing firewalls— uptime up, stress down.
- **Madera County, CA**, pivoted from ad hoc fixes to layered defense, marrying Cisco security with Arctic Wolf MDR/XDR to crush false positives and unlock time for broadband initiatives.
- **Norwalk, CA**, transformed rising park safety concerns into digital opportunity by deploying Verkada smart cameras, 5G routers, and Meraki Wi-Fi with C1—crime down, connectivity up, community empowered.
- **Wyoming Highway Patrol** leapt from bomb scare blackout to cloud-native 911, layering Carbyne’s AI translation and GPS precision atop C1’s 24×7 public safety support for statewide always-on response.

Taken together, these playbooks show that even with compressed budgets, scarce people resources, and more active and capable threat actors, public sector teams can still craft resilient, citizen-centric services. May the strategies on the pages ahead spark ideas—and political capital—you can bring to your next budget meeting.



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# Impact Snapshot



**645,000 acres of public lands connected: The Alabama Department of Conservation & Natural Resources** modernized 21 state parks with Cisco Meraki smart cameras, enterprise-grade Wi-Fi, and Dell computing solutions—ensuring secure, connected access for millions of annual park visitors.



**250,000 Madison County residents protected:** Email migrated to Microsoft 365, unreliable Wi-Fi controllers retired, and new Palo Alto firewalls sized for peak load—no overspend, no missed deadlines.



**156,000 Madera County residents secured:** A countywide Cisco security stack plus Arctic Wolf MDR/XDR slashed false positives and put 24×7 eyes on every alert, turning ad hoc fixes into a layered defense strategy.



**100,000+ residents benefit from digital equity: Norwalk** transformed its parks into secure, connected community hubs with Verkada smart cameras, Nokia 5G routers, and Cisco Meraki access points, reducing crime and bridging the digital divide.



**97,000 square miles covered:** Carbyne APEX cloud-native 911 now delivers AI real-time translation and GPS level caller location, keeping 200 **Wyoming Highway Patrol** troopers and 40 dispatchers online even during bomb scare evacuations.

*"Our parks are a treasure for the community, and we wanted to ensure that every visitor feels safe and has a seamless experience."*

– Chris Powell, IT Systems Specialist

*"What could've been catastrophic became routine—with C1, we punched way above our weight."*

– Christopher Bethel, IT Director

*"With the emergence of ransomware targeting government agencies, we needed a technology partner who shared our vision of how to protect our county."*

– Brian Rohde, Deputy CIO

*"Leadership is about solving the problems people actually feel day to day—safety, access, opportunity. With C1, we found a partner that didn't just sell technology, they delivered results."*

– Jesus Gomez, City Manager

*"With AI-powered translation tools, we'll be able to better serve our diverse communities and respond quickly in situations where every second counts."*

– Chuck Trimble, Dispatch Program Manager

**Bottom line:** From cloud email to AI-driven dispatch, these agencies prove a clear roadmap and the right partner can turn tight budgets and rising threats into safer, faster, more cost-effective public services.





# From Footpaths to Fiber: How Alabama's State Parks Got Safer, Smarter, and More Connected

Alabama—home to 21 state parks, 23 public fishing lakes, and 645,000 acres of trust lands—needed a modern way to protect natural treasures and provide a first-class experience for visitors. “Our parks are a treasure for the community, and we wanted to ensure that every visitor feels safe and has a seamless experience,” says Chris Powell, IT Systems Specialist. From monitoring sprawling lands to enabling consistent Wi-Fi access, the Alabama Department of Conservation and Natural Resources (ADCNR) set out to modernize its infrastructure without compromising on nature’s charm.

## Legacy Landmines

- No real-time visibility into park activity hindered swift incident response.
- Lack of consistent internet connectivity across parks degraded visitor experience.
- Manual data collection and monitoring hampered operational efficiency.
- Disparate systems made it difficult to scale or unify management across all locations.



## The Fast-Forward Game Plan

- **Cisco Meraki Smart Surveillance:** With C1's expert deployment, high-definition Meraki cameras now provide real-time visibility into all corners of the parks.
- **Wi-Fi Network Modernization:** Cisco Meraki Wi-Fi networks now deliver secure, reliable internet across all parks—allowing visitors to stay connected and staff to manage resources more efficiently.
- **Dell Client Devices:** C1 also supports the department with modern Dell server and computing devices to enable data-driven decision-making and integrated digital workflows.



## Results the Parks Can Feel

- **Safe Parks, Happy Visitors:** “The Cisco Meraki cameras have been a game-changer for us. We can now monitor every corner of our parks and ensure that our visitors are safe at all times,” says Powell.
- **Connected Everywhere:** Once visitors log in to park Wi-Fi, they’re automatically connected at any other park, providing a frictionless digital experience.
- **Smarter Operations:** Surveillance data and device connectivity help the department make proactive, informed decisions about park safety, resource use, and visitor services.
- **High Satisfaction:** “The feedback from our visitors has been overwhelmingly positive. They appreciate the enhanced safety measures and the convenience of having reliable internet access throughout the parks. It has truly transformed their experience,” Powell shares.

## Three Takeaways for Public-Sector Tech Leads

1. **One Network, Many Benefits:** Unified connectivity improves both internal operations and visitor experience.
2. **Modern Surveillance is More Than Security:** Smart cameras also offer data to improve long-term resource management.
3. **Partnering Pays Off:** C1’s expertise across Cisco and Dell ecosystems ensured smooth rollout, full coverage, and ongoing support.

**Bottom line:** With C1, ADCNR didn’t just upgrade hardware—it transformed 21 state parks into connected, secure, and visitor-friendly destinations. Ready to turn your outdoor spaces into digital showcases? Ask C1 how smart tech can bring big benefits—without disrupting what makes your spaces special.

# From Inbox Meltdowns to Always-On Operations: Madison County's Three-Part IT Rescue

Madison County, Illinois—home to 250,000 residents and the tech lifeline for courts, 911, and police—was running on fumes. “The codebase of Microsoft Exchange became overly complex, and retaining staff with the expertise to manage it was nearly impossible,” admits Christopher Bethel, IT Director. With aging Wi-Fi controllers and firewalls nearing end-of-life, the county's dedicated 14-person tech team faced ongoing challenges in keeping systems stable and secure.

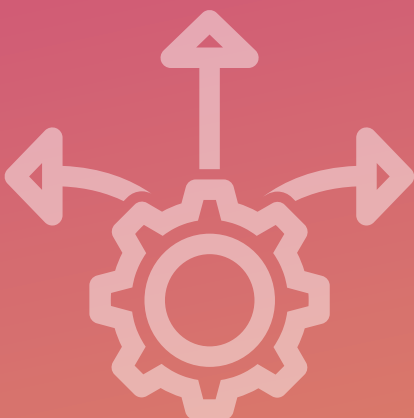


## Legacy Landmines

- Corrupted Exchange databases threatened daily workflows.
- Aging Cisco controllers meant one crash could blackout Wi-Fi for first responders.
- Outdated firewalls created a significant hurdle in balancing the need for modernization with the constraints of a limited budget.
- Escalating maintenance costs drained budgets and presented staffing challenges.

## The Fast-Forward Game Plan

- **Office 365 Migration:** Working with C1, the team restored corrupted mailboxes and successfully migrated email to the cloud.
- **Aruba Cloud-Hosted Wi-Fi:** Retired aging controllers, slashed downtime, and uninterrupted access to critical resources across departments.
- **Right-Sized Palo Alto Refresh:** New firewalls dialed in for peak load—no overspend, no under spec.







### Results the County Can Feel

- **Uptime Up, Stress Down:** Wi-Fi stays live, email just works, and Bethel's team sleeps at night.
- **Security Hard-Locked:** Modern firewalls and Microsoft's cloud edge cut cyber risk.
- **Bandwidth for Big Ideas:** Freed from constant crisis mode, IT now tackles analytics and citizen-service apps.

"What could've been catastrophic became routine—with C1, we punched way above our weight," Bethel says.

### Three Takeaways for Public-Sector Tech Leads

1. **Modernize in motion.** Tackling email first gave momentum—and political cover—for Wi-Fi and security wins.
2. **Cloud can simplify, not complicate.** Aruba's SaaS-style management shrank workloads and costs.
3. **Pick a partner who scales with you.** C1's deep bench turned a 14-person team into a county-wide technology powerhouse.

**Bottom line:** Madison County proves you don't need a blank check to go from fragile to future-ready—you need a smart roadmap and a partner who sweats the details. Ready to map your own leap? Ask C1 how detail-driven planning and hands-on partnership can turn tight budgets into resilient, high-impact public services.





# From Ad Hoc Fixes to Proactive Defense: Madera County's Cybersecurity Overhaul

Madera County, perched at California's geographic center with 156,000 residents, runs everything from agriculture to Yosemite-bound tourism on digital infrastructure that—until recently—lacked a formal security framework. "I saw the cybercrime landscape change and how these attackers were beginning to do real damage," recalls Deputy CIO Brian Rohde. Ransomware headlines made clear that piecemeal defenses and rotating vendors were no match for modern threats.

A turning point came when county leadership approved a ground up security rethink and empowered IT to find a partner who could execute it. Cisco pointed Rohde's team to C1, and a test-and-trust approach—small projects first, larger investments later—quickly proved the match.



## The Layered Defense Playbook

1. **Gap-to-Goal Assessment:** C1 engineers mapped hardware and software blind spots "from the top of the stack to the bottom," building a roadmap instead of one-off fixes.
2. **Cisco Security Stack Deployed Countywide:** Firewalls, endpoint protection, and secure networking tools now act in concert, feeding telemetry into a single view.
3. **Arctic Wolf MDR/XDR for 24x7 Monitoring:** Overlapping analytics from Cisco and Arctic Wolf slash false positives and surface real threats within minutes, not days.

*"I saw the cybercrime landscape change and how these attackers were beginning to do real damage."*

*— Brian Rohde, Deputy CIO*



### **Instant Operational Cred**

With continuous detection and response in place, false alerts plummeted, and genuine incidents get triaged fast. “That overlapping protection is peace of mind,” Rohde says. The visibility also fuels process improvements: suspicious activity is investigated on the spot, and recurring staff training has made security awareness part of county culture. Freed from firefighting, IT can now advance broadband initiatives and citizen facing services with confidence.

### **Three Lessons for Public Sector IT Leaders**

1. **Start with a Proven Partner.** C1 won trust by listening first and proving value on small projects before scaling up.
2. **Defense-in-Depth Beats Point Products.** Layered monitoring from Cisco and Arctic Wolf catches what single tools miss and reduces noise.
3. **People Complete the Stack.** Regular workshops keep employees alert and turn technology investments into lasting resilience.

**Bottom line:** Madera County’s journey shows how even midsize governments can leap from reactive patching to best-in-class cyber readiness. Ready to build your own proactive defense? Ask C1 how a trusted partnership and layered strategy can turn security worry into peace of mind.

# Visionary Leadership Meets Transformative Technology: How City Manager Jesus Gomez and C1 Reinvented Public Safety and Connectivity in Norwalk

Norwalk, California—home to just over 100,000 residents and known as “The Keystone City”—sits 17 miles southeast of downtown Los Angeles in the heart of the Gateway Cities region. When safety concerns began to rise in its local parks, City Manager Jesus Gomez saw an opportunity to go beyond crime reduction. What started as a public safety initiative quickly became a mission to deliver inclusive, connected spaces—and bridge the city’s digital divide in the process.

“Public safety can get very expensive. We needed a solution that was not only cost-effective, but scalable, and immediate. Technology gave us that edge,” Gomez explained. “But we didn’t stop there, we saw an opportunity to deliver something greater: digital equity for our underserved residents.”



Watch the video: [\*Bridging the Digital Divide for the City of Norwalk, Los Angeles County\*](#)



## Legacy Landmines

- Rising public safety concerns in local parks required immediate intervention.
- Lack of real-time visibility made proactive policing difficult.
- Underserved households lacked equitable access to internet connectivity.
- City leaders needed a cost-effective, scalable solution without delays.

## The Smart Parks Playbook

- **Integrated Tech Deployment:** With C1’s guidance, Norwalk deployed Verkada smart cameras, Nokia 5G routers, and Cisco Meraki access points across 12 parks.
- **Multi-Purpose Design:** Equipment was strategically placed to maximize both surveillance coverage and public Wi-Fi access.
- **Real-Time Awareness Tools:** A centralized LED display at city hall and a dedicated mobile app gave staff and public safety officials live visibility into park activity.



## Results the City Can Feel

- **Crime Down, Connectivity Up:** Safer parks and free Wi-Fi helped residents feel more secure and supported.
- **Community Engagement Boosted:** Students now use park Wi-Fi for homework and essential services.
- **Operational Efficiency Delivered:** City staff can monitor parks in real time, streamlining response and reducing risk.

"Leadership is about solving the problems people actually feel day to day—safety, access, opportunity," Gomez noted. "With C1, we found a partner that didn't just sell technology, they delivered results."

## Three Takeaways for Public-Sector IT Leaders

1. **Solve for The Big Picture, Not Just Technical Ones:** Norwalk's approach centered on both safety and equity from day one.
2. **Smart Infrastructure Should Do More Than One Job:** Norwalk's connected parks serve both safety and public service goals.
3. **Pick a Partner Who Thinks Beyond the Install:** C1's full lifecycle support—from planning to support—helped the city act fast and scale smart.

**Bottom line:** Norwalk's story proves that visionary leadership and the right technology partner can turn urgent public safety needs into lasting positive community experiences. Ready to create your own success story? Ask C1 how our detail-driven partnership can transform critical challenges into enduring public confidence.



# From Bomb Scare Blackout to AI-Powered Dispatch: Wyoming Highway Patrol's Cloud-Native Leap

Wyoming Highway Patrol (WHP) polices 97,000 square miles of high plains and mountain passes with just 200 troopers and 40 dispatchers. Until recently, that force relied on legacy on-prem hardware that could—and did—go dark. “Three weeks after I joined, we had a bomb threat, evacuated the building, and lost communications for two hours,” recalls Dispatch Program Manager Chuck Trimble. The outage convinced the leadership that piecemeal radios and servers would never keep pace with modern emergencies across Wyoming’s vast terrain.

A greenlight from state leaders let Trimble hunt for a partner who could replatform 911 on the cloud without sacrificing security. His search led back to C1, a team he had trusted in county work years earlier.



## The Cloud-Native Response Playbook

1. **Gap-to-Goal Assessment:** C1 mapped every dispatch workflow, CAD tie-in, and security concern to build a migration roadmap instead of more one-off fixes.
2. **Carbyne APEX Deployed Statewide:** The cloud-native 911 platform adds AI-driven real-time translation, pinpoint geolocation on every call, and a headset simple UI.
3. **24x7x365 Field Support:** C1’s public safety specialists stand by round-the-clock, ensuring upgrades and questions never stall critical operations.



### Instant Operational Cred

With AI translation and GPS baked in, language barriers and location guesswork vanish—vital when callers speak Spanish, Ukrainian, or Swahili on remote highways. Dispatchers shed keystrokes and stress, troopers get turn-by-turn intel, and Trimble finally sleeps at night: “Fast, reliable communication is the backbone of public safety.”

### Three Lessons for Public Sector IT Leaders

1. **Start with a Blueprint.** Advisory services create a clear design outcome and path to get to it.
2. **Cloud-Native ≠ Security Risk.** WHP flipped skepticism to support by showing how Carbyne incorporates zero trust and encryption into every layer.
3. **AI Helps Humans Shine.** Real time translation and automapping offload basic tasks so dispatchers focus on the human crisis at hand.

**Bottom Line:** Wyoming’s journey shows that even a lean, rural agency can leap from radio silence scares to AI-assisted precision response. Ready to trade downtime for always-on resilience? Ask C1 how cloud-native 911 can turn vulnerability into bragging rights.

## Ready to transform your public services?

Join forward-thinking government agencies that are modernizing their technology to enhance public services. Whether it's strengthening cybersecurity, or implementing advanced networking solutions, C1 has the expertise and proven track record to help you succeed.

- [Alabama Department of Conservation & Natural Resources](#)
- [Madison County, IL](#)
- [Madera County, CA](#)
- [Norwalk, CA](#)
- [Wyoming Highway Patrol](#)



## Ready to elevate public services with enterprise grade IT?

Let's discuss fortified networks, futureproof infrastructure, and every layer in between.

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