



VIRCOM CUSTOMER SUCCESS STORY

“Implement Vircom’s solutions and walk away. These guys know what they’re doing.”

CHALLENGE: How do local governments manage IT security when they’re more targeted than ever before?

Local government has been making more national news lately. Whether its ransomware attacks on municipalities or the possibility of foreign interference in elections, time-constrained IT teams have to be conscious of new challenges as they emerge and respond rapidly to situations before they put their organizations and constituents at greater risk.

Brian Pokorny of Otsego County, New York has been mindful of these risks in the past and going forward. As Director of IT for the county for more than 20 years, he’s been conscious of the sensitive nature of his work and how important it is to have trusted partners in important security positions.

“We started with Vircom nearly 10 years ago based on the recommendation of a consultant,” states Brian.

At the time, Otsego County was relatively new to email filtering, but still had frequent issues with managing quarantines and reducing false positives – particularly in the case of emails with sensitive content passing between the District attorney, the Sherriff’s office and more critical county functions.

“We ultimately found Vircom’s offerings to be the most comprehensive –no stone is left unturned, and we’re able to be hands off and let their customizations do the work.”

Like most IT leaders do, Brian obviously went to great lengths to validate this smooth functioning, but simply couldn’t outdo the work of Vircom’s team.

CASE STUDY



With a Team of 7 in IT (450 users overall), the IT services include: all systems, hardware, software, helpdesk support and managing both custom solutions and cloud applications. County services include human services, finance, public safety, jails, critical emergency services, sheriff’s office, courts and more.

Location:
Otsego County, New York

Trusted Partnership:
A Vircom customer for over 10 years, Otsego County started on modusGate and more recently moved to modusCloud.

Client perspective

“Implement Vircom’s solutions and walk away. Let them do their thing – I’ve tried to beat the system and just can’t. These guys know what they’re doing, and if anything does get through to your users, Vircom’s help desk is one phone call away to resolve your issues, tweak your settings and meet your unique needs.”

Brian Pokorny, Director of IT
Otsego County, New York

otsegocountyny.gov

“As I tested things, I found I couldn’t beat the system! I am resigned to the fact that Vircom’s team knows what it’s doing – kudos to them, and fortunately I get to leave it up to the experts!”

This low-involvement workflow ultimately gives Brian and his team more confidence in their day-to-day activities.

“The **easy management** of the solution and the quarantine, along with **Vircom’s quick response to all support issues leads to surprisingly low volume for our help desk**, allowing us to focus on the big projects we have in front of us. The ability to use the quarantine for newsletters and to stifle the flow of less productive emails has also had great benefits for the effectiveness of county administration overall. With our recent shift to the powerful technology present in modusCloud, **Vircom provides us one more point of forward progress as we confront today’s advanced threat environment.**”

Vircom’s compelling offering positions Otsego County to better manage the risks of the future

Having worked with Vircom long before the likes of targeted phishing, disinformation campaigns and election compromise began to make major headlines, Brian can’t say what entirely this new environment populated with cyber threats will hold, but he values his trusted partner and email security advisor more than ever before.

“The issues and risks that are surfaced daily for counties like ours mean that **we can’t afford to have “weak links”**, whether it’s on the power and security capabilities of a solution, or on the expertise and availability of those providing them,” Brian adds.

“Between basic infrastructure, emergency services, public services, elections and law enforcement, **the IT resources we provide serve critical social functions** that are put at risk by bad actors who stand to benefit from targeting governments in the United States. We have to dive as deep as possible into these risks in order to keep our community safe, and this makes trust absolutely critical in choosing providers that we can trust in the long term. **With Vircom, we have one less provider to worry about.**”

In fact, that trust and confidence has grown so deep that Brian has also begun to take on the load of other issues within Otsego County’s purview. With modusCloud and Zimbra for email, he’s now planning to offer email as a service to local municipalities, agencies and more who are legally compelled to maintain secure communications, use archiving and more.

“I wouldn’t feel comfortable offering this service without modusCloud, but with all the risks out there today, our communities need all the help they can get, and the work of Vircom and their latest offerings allow us to serve that role, enabling all our municipalities to do better.”



As a leader in the email security space, Vircom provides high-quality, tailored and advanced email protection solutions to SMBs and MSPs around the world.

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