

# A fiber-rich network enables Hidalgo County to meet needs that are growing faster than revenues

Hidalgo County gets a reliable network supporting 24/7 operations for mission-critical services, and high bandwidth that optimizes man-hours and public safety by speeding up how quickly information can be accessed. This cost-effective solution enables Hidalgo to make operational cuts while continuing to expand service, and provides the ability to connect remote sites such as resource centers in rural areas.

In just 20 years, the population of Hidalgo County, Texas, has doubled from 400,000 to 800,000 people, which has made it one of the largest counties in all of Texas. While demand for the connectivity of clinics and correctional facilities has soared, county revenues have not. County CIO Renán Ramirez notes that the county isn't seeing revenue growing like it used to.

With service to citizens on the line, Ramirez is constantly innovating to find ways to keep information flowing between dispersed facilities while empowering thousands of Hidalgo

*“We’ve had to make operational cuts. The Spectrum Enterprise solution has been instrumental in [the county] being able to continue to provide the services that we have, do them better and expand...”*

—Renán Ramirez

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County employees to work even more productively. He credits his partnership with Spectrum Enterprise as instrumental in helping the county maintain existing services and offer vital new services despite the tight budget framework.

### **A network and partnership built to scale as challenges and opportunities arise**

Hidalgo County's partnership with Spectrum Enterprise started in 2011 when Ramirez needed to connect 25 Women, Infant and Children (WIC) clinics onto the county's existing network. At the time, the service provider could not offer service to the many clinics located in remote areas. The service area footprint in the region offered by Spectrum Enterprise made the partnership a very attractive proposition for Ramirez. Scalability of the Spectrum Enterprise Ethernet Local Area Network (ELAN) provided a cost-efficient solution to connect all 25 clinics to Hidalgo's county network.

A year later, the WIC project was so successful that Ramirez moved the majority of his circuits over to Spectrum Enterprise.



Hidalgo County Courthouse, Hidalgo, Texas

### **Client profile**



### **Company**

Hidalgo County, Texas

### **Industry**

Government

### **Services**

Ethernet Local Area Network (ELAN), Ethernet Private Line (EPL), Fiber Internet Access (FIA), Fiber PRI Phone, Business Class Phone

Today, a fiber Spectrum Enterprise ELAN solution connects 43 locations with bandwidth ranging from 5 Mbps to 40 Mbps, depending on size of each location. 20 Mbps, 100 Mbps and 200 Mbps Fiber Internet Access (FIA) circuits provide high-speed, symmetrical upload and download connectivity at three county office locations. Additional Spectrum Enterprise services include two 40 Mbps Ethernet Private Line (EPL) point-to-point circuits that connect to the data center for data replication, nine Fiber PRI circuits and Business Class Phone lines at 64 Hidalgo County facilities, including clinics, the court, educational services and more.

Ramirez points out that it's not just offices that require connectivity: "We've got to light up [mechanics] shops and warehouses because they need a time clock, phones, and Internet...there's much more demand!" Fiber's bandwidth and scalability are key in helping Ramirez respond quickly to keep county facilities connected and efficient.

### Higher bandwidth lowers costs countrywide

The efficiency of the Spectrum Enterprise network improves productivity in every aspect of county operations. Ramirez points out that "the fact that we can load a page faster and get to where we need to go [online] without waiting indefinitely improves manpower."

*"In building out facilities [especially] in remote areas, the relationship we have with Spectrum Enterprise has allowed us to change and react faster."*

—Renán Ramirez

He adds that faster and dedicated Internet connections also enhance public safety. As an example, he cites how "if police are doing a lookup on somebody who could potentially be dangerous and the web page times out, we have an issue. They need to fire up and have [the information they need]." In addition to speed, Ramirez gives top marks to the reliability of the Spectrum Enterprise ELAN circuits: "That's the kind of reliability we need—where it's not even a factor in planning" because the connection is so stable.

### Turning "more for less" into expanded services for Hidalgo County citizens

Ramirez affirms that "cost is something we are always looking at in government. [With Spectrum Enterprise], we can do more, with more reliability, a better relationship and more flexibility—for less."

Still, cost efficiency is just part of the equation. "We have more people getting married, getting arrested, getting tickets, filing cases—how do we meet those demands?" For Ramirez, Spectrum Enterprise fiber solutions continue to provide the answer. "Fiber," he says, "gives us the flexibility to...say 'turn it [bandwidth] up.'" But even now, Ramirez can use the existing bandwidth of his FIA service to reach out with new services, such as equipping resource centers in some of Hidalgo County's underprivileged communities with computers and high-speed Internet access.

With his Spectrum Enterprise account team, Ramirez regularly brainstorms ways to address emerging trends and demands. Ramirez values this partnership and the fact that when it comes to the flexibility he needs to expand and innovate, "the Spectrum Enterprise infrastructure is...set up for that."



Spectrum Enterprise fiber solutions provide Hidalgo County with the bandwidth needed for fast page loads and information transfer.

### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice and TV solutions, Managed Application, Cloud Infrastructure and Managed Hosting Services. Our industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](http://enterprise.spectrum.com).

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