



Riverside County is the fourth largest county in California and the tenth largest in the United States.

Industry

Government

Location

United States

Strategic priorities

- Strengthen security
- Deliver new services efficiently
- Operationalize budgets
- Build customer relationships

VMware footprint

VMware Cloud Universal
VMware Cloud Foundation
VMware Cloud on AWS
VMware Horizon
VMware Cloud Disaster Recovery
Success360
Carbon Black

Riverside County, California Achieves Multi-Cloud Goals with VMware Cloud Universal

Located in Southern California, Riverside County is the fourth largest county in California and the tenth largest in the United States. Riverside County's IT department (RCIT) is comprised of just over 400 employees and provides end-to-end IT support to 11,000 county employees across the 28 managed departments and agencies. With an annual budget of \$82 million, RCIT delivers services across systems that include network, telephone, security, internet financial, and human resource management.

IT consolidation was the first step

Riverside County initially relied on a decentralized IT environment that required each department to operate independently. However, the adoption and implementation of new county-wide solutions required a greater level of departmental collaboration. The county pursued a major digital transformation initiative that began with creating a consolidated, centralized IT group to manage all non-elected departments. Four priorities were identified as critical success factors throughout the RCIT multi-cloud and digital transformation journey:

1. **Fortify security and IT availability.** Highest priority for RCIT was to continually improve its security posture, protect Riverside County's IT assets, and ensure 24/7 availability.
2. **Innovate to offer new services and solutions.** RCIT desired a culture that embraced new ideas and creative ways to deliver the best possible services to the County's constituents.
3. **Uphold fiscal responsibility.** RCIT wanted to operationalize their budgets in order to eliminate capital spending peaks and valleys. Additionally, RCIT desired an operating model that provide the flexibility to prioritize projects, based on need or value, while tapping into new financing models.
4. **Build strong customer relationships.** RCIT desired customer relationships built on mutual trust, and support, and advocacy both within the RCIT and throughout each customer experience.

With a centralized organization in place, RCIT could begin to plan and implement technology solutions to accelerate the benefits of realizing the four priority areas.

Determining the ideal multi-cloud strategy

RCIT desired a multi-cloud strategy that would modernize its current private cloud/on-premises environment with the increased scale and capacity offered through the public cloud environment.

VMware Cloud Universal was the first step toward bringing RCIT's multi-cloud vision to life. VMware Cloud Universal is VMware's strategic program to accelerate digital and multi-cloud transformation for customers such as Riverside County. With VMware Cloud Universal, RICT was able to pursue a multi-cloud approach that combined on-site control with public cloud scalability.

RCIT opted to invest in a new hyperconverged environment, leveraging VMware Cloud Foundation (Subscription), to significantly reduce their server footprint and lower licensing costs. RCIT also wanted to address their dependence on local backups for its critical systems and the offsite copies to tape, which become more complicated as systems grow. VMware Cloud Universal provided RCIT the flexibility to integrate a new on-premises environment with with VMware Cloud on AWS public cloud. VMware Cloud on AWS offered the desired disaster recovery and ability to support workload migration across RCIT's entire IT infrastructure. This approach optimizes compatibility with with bare metals systems offered. VMware Cloud Universal, through its exclusive Cloud Acceleration Benefit, offered the financial flexibility to redirect unused on-premises entitlements toward new Cloud-driven investments.

With VMware Cloud Universal, Riverside County can provide continuity of operations and services in the event of a disaster, and quickly turn up resources in the public cloud to deliver critical services in minutes.

“VMware and VMware Cloud Universal are a vital part of our strategy going forward. At the end of the day, it's not about the technology or the solutions, it's about a strategic partnership. VMware will be here to support the county and to make sure that we are successful in our priorities by providing the security, availability, cost savings, and innovation that will help us build our trust with customers and improve services to constituents.”

Jim Smith
CIO, Riverside County

Realizing business outcomes

VMware Cloud Universal empowers RCIT with a flexible multi-cloud environment designed for security, scale, and innovation. Once completed, RCIT will have reduced its footprint by 48 servers, representing a 66% host reduction, and will have dramatically lowered its annual VMware license renewal costs. RCIT also estimates that it can save up to 600 hours in software upgrades over the next three years by automating manual processes.



Optimized infrastructure with a 66% reduction in server hosts



Improved operational efficiency with 600 hours saved on upgrade/maintenance by shifting to a subscription software licensing model



Reduced VMware costs through VMware Cloud Universal's exclusive Cloud Acceleration Benefit

Looking ahead

With a digital transformation strategy in place, thanks to VMware Cloud Universal, Riverside County is confidently moving forward and delivering on the IT priorities across IT security, innovation, fiscal responsibility, and stakeholder trust.

Please visit the [VMware Cloud Universal site](#) to learn more.