



CASE STUDY

Modernizing IT Infrastructure for a Growing Municipality: City of Southport and Katalyst

The City of Southport partnered with Katalyst to modernize their IT infrastructure, improve security, and eliminate data silos.

CLIENT

City of Southport

WORKING TOGETHER

With Katalyst since February 2024

KATALYST'S ROLE

- Centralized IT management
- Implemented security measures
- Ongoing remote support and strategic technology guidance

Strengthening Public Services for Community Well-Being

The City of Southport provides essential municipal services to about 5,000 residents. As a small coastal town, they strive to maintain a high level of service across multiple departments with the resources available. With modern IT requirements however, this isn't as simple as it used to be — with fragmented and outdated systems, the weight fell on a single contractor to handle the whole city's tech needs, which led to an increased risk of disruptions to critical operations.



Project Goal

Expand IT capabilities, minimize risk, and eliminate data silos and IT bottlenecks.

Executive Summary

The City of Southport faced challenges managing a fragmented IT setup, relying on a single contractor for the whole municipality. With no centralized environment to work in, they dealt with data silos, security vulnerabilities, and compliance risks.

As the city grew and new regulations emerged, they needed a modernized solution to reduce risk and improve transparency. Katalyst stepped in to upgrade the City's IT operations, from implementing centralized management to addressing security gaps. Now, Southport operates confidently with a proactive, scalable system that supports their evolving needs.

Katalyst's Role

- Centralized the City's IT management across all departments.
- Implemented security measures to address vulnerabilities and compliance needs.
- Provided ongoing remote support and strategic technology guidance.

The Problem: Disjointed IT Systems and Security Risks

The City of Southport was outgrowing its IT capabilities. The small town had relied on a single, on-site IT contractor for over 15 years, but as technology demands increased, it became clear that it was no longer enough to place the complex needs of a multi-department municipal system onto a single person's shoulders. Different departments were handling their own IT issues independently, leading to a patchwork of systems, data silos, and miscommunication across departments.



“If I could describe it in one word, it would be ‘disjointed.’ We weren’t sure what each department was doing, we were all doing our separate thing when it came to software solutions. This made it really difficult whenever any turnover happened.”

– Allayna Dail, Director of Community Relations, Southport

The lack of central management not only slowed productivity but also posed serious security risks, and key staff had little to no visibility into potential vulnerabilities.

Working with a single IT contractor also meant that addressing their growing technology needs was dependent on one person's schedule. To complicate matters, city leaders knew they would need to overhaul the existing IT contract, so after some obstacles trying to resolve this they realized it made more sense to hire external help.

Determined to raise the bar on their IT capabilities and strategy, the City knew they needed a structured, reliable IT partner who could provide comprehensive help in navigating these new challenges.

Finding a New Alternative

During their RFP process, Southport discovered Katalyst. As they evaluated their options, the Southport staff appreciated Katalyst's personal approach, from showing up in person to meet the city aldermen and share the proposal, to sitting down to listen to each department's needs and concerns.

"We got along really well with Katalyst from the start," says Allayna Dail, Director of Community Relations in Southport. "They didn't seem 'corporate' or anything — they talked to us like real people."

She says Katalyst's willingness to engage directly with City leadership and tailor recommendations stood out compared to other firms, who pushed for rigid, off-the-shelf solutions.

The Process of Partnering with Katalyst

"From the start they were very easy to work with, very knowledgeable," says Dail. She explains how Katalyst went into every computer in each department to understand what needed to happen. "They took care of our computers in just a few hours, it was very smooth."



"They were really understanding of our level of knowledge when it comes to IT."

– Allayna Dail, Director of Community Relations, Southport

Recognizing that many staff members were without sufficient access controls, Katalyst built workarounds to give them the capabilities they needed, removing a substantial bottleneck.

By working closely with department heads, Katalyst ensured a smooth changeover with minimal disruption to day-to-day operations.

The Outcome

Partnering with Katalyst has transformed Southport's IT operations from a fragmented system into a centralized, secure, and efficient environment. The City now has the technology foundation to support its growth and meet new compliance standards, while enjoying a much higher level of service and responsiveness.

Katalyst's support so far has included:

- Unifying all systems under a central management platform, enabling seamless monitoring and maintenance of digital infrastructure across departments.
- Addressing security vulnerabilities and implemented solutions to ensure compliance with new cybersecurity regulations.
- Deploying an endpoint management solution, allowing Southport to manage all computers, laptops, and mobile devices from a single system.
- Providing reliable, transparent support that scales with the City's evolving needs.
- Handling complex technology projects, including upgrading AV equipment to enable streaming of town hall meetings online, as well as assisting with compliance and reporting for a cybersecurity reimbursement grant.
- Elevating the City's IT maturity, reliability, and security, freeing staff to focus more time on providing services.

With Katalyst as an extension of their team, Southport has achieved a new level of IT maturity, reliability, and security—empowering city staff to focus on serving their community without being bogged down by technical hurdles.

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“They've done a really good job bridging the gaps, there's no longer that fear of information being lost when an employee leaves.”

– Allayna Dail, Director of Community Relations, Southport

The City of Southport Today: What's Changed?

With centralized control over all their systems, the City can now manage devices across all departments from a single platform, making day-to-day operations far more efficient. Staff no longer worry about lost data or scattered, inconsistent management when employees leave.

Southport now enjoys access to much deeper technology expertise, along with responsive support that isn't dependent on a single person's availability.

"They have no problem at all explaining complex IT issues to us," says Director of Community Relations Allayna Dail. "They'll sit down and break it down in less-technical language."

With Katalyst on board, Southport has moved from a reactive IT setup to a proactive, managed environment—empowering the City to focus on community needs instead of technology headaches.



The Customer Perspective

“I highly recommend Katalyst, especially if you have an employee base that’s unfamiliar with IT rules and regulations or compliance,” says Dail. “We’ve learned about a lot of things we should have been doing but weren’t because we didn’t have anyone with the knowledge base to tell us about it. If IT isn’t something you’ve thought much about, Katalyst will think of everything for you, and then help you do it.”

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“If you’re having computer issues, they have someone to fix it of course, but that’s just the tip of what Katalyst does.”

– **Allayna Dail, Director of Community Relations, Southport**

And while a common concern with MSPs is that they’ll step on the toes of other vendors, Southport staff appreciate that this isn’t an issue with Katalyst. “We’ve had nothing but glowing reviews from our other service providers.”

“Basically if you’re weighing the choice between hiring an internal IT employee versus hiring Katalyst, Katalyst will blow them out of the water every time. You can’t get that amount of knowledge with just one employee.”



Allayna Dail

*Director of Community Relations
City of Southport*

**Ready to eliminate data silos and
tighten your security posture?**

Schedule a call with the Katalyst team to learn how we can optimize your IT environment to work better for you.