> " **We wouldn't be able to meet our potential as a community without the help of IntermixIT**

Company Name:
Lower Swatara Township

Name & Title:
Zachary Border, Township Manager

Location:
Harrisburg, PA

Website:
www.lowerswatara.org

Industry:
Government Services

Building A Prosperous Community Requires Managing Multiple Priorities, But Lower Swatara Township Manager Zachary Border Has One Less Thing To Worry About Thanks To IntermixIT

When Zachary Border stepped into his role as the township manager of Lower Swatara Township, he faced immediate challenges: his computer wasn't set up and his office was far from ready. "Right away, I was set on a path of wanting to switch IT providers," Zachary said. When he transitioned from managing a small borough with a team of six to leading a community of almost 10,000 residents with 31 employees, ensuring robust support systems was crucial.

Supported by the Lower Swatara Board of Commissioners, Zachary quickly initiated the search for a new IT service provider. Within his first week, a selection committee was formed and proposals from various providers were reviewed. One company that stood out was IntermixIT, a firm Zachary had previously been impressed by during his tenure in Marysville.

"At my last job in Marysville, we had gone through the bidding process with different MSP providers. IntermixIT was one of the companies we were considering, but unfortunately, the community was just too small to be able to afford their rates. Although we didn't go with them then, they've stood out in my mind ever since," Zachary recalled. With an impressive proposal tailored to Lower Swatara's growth and security needs, IntermixIT once again stood out. The selection committee, recognizing the enhanced service quality, agreed to make the switch.

Investing In Quality IT Services

Switching to IntermixIT came with a higher price tag, but the value was undeniable. For the Lower Swatara Police Department, which played a significant role in the selection process, the 24/7 support was a game-changer. "That was one of the driving factors for our police department. With our old provider, if something stopped working in the middle of the night or on the weekend, the officers would have to wait until the next business day to get any support," Zachary explained. "IntermixIT provided that crucial round-the-clock service."

IntermixIT's cybersecurity measures further enhanced the township's safety. "IntermixIT has an impressive approach to cybersecurity. They're really at the forefront of the conversation and are constantly providing guidance to our organization about how to best protect our systems, and, in turn, protect our residents," said Zachary. Following a cybersecurity attack against the township years ago, IntermixIT's efforts in creating a network backup and recovery plan have brought the township a greater sense of confidence in its IT systems going forward. "We actually fell victim to a cybersecurity attack a number of years ago before I was here. After that attack, it took days to get back online. In order to prevent that in the future, IntermixIT has been hard at work, creating a backup of our network and putting a recovery plan in place. There's renewed peace of mind because of it."

Consistent Engagement And Education

With IntermixIT managing the township's IT, Zachary can focus on other priorities. However, staying informed remains essential. "Most MSP providers will do annual updates, but I sit down personally with IntermixIT on a quarterly basis to discuss different priorities, key budget considerations, and project updates," Zachary noted.

IntermixIT's commitment extends to all staff, who receive customized educational presentations and cybersecurity exercises. "The quarterly phishing exercises and supplemental training keep everyone on their toes, which is really important, but it also helps my staff build a reliable relationship with the team at IntermixIT," Zachary said. Fast ticket resolution, continuous network monitoring, and thoughtful planning turn technology management from a hassle into a seamless experience.

Focusing On Community Well-Being

Zachary's primary goal is to ensure a safe, secure, and thriving community for Lower Swatara's residents. "People continue to move here because it's relatively safe and quiet, but it [also] offers easy access to the nearby city of Harrisburg," Zachary explained. As the community grows, with new housing developments and businesses like UPS establishing major hubs, the work to support this growth intensifies.

While not always visible, IT support is vital to the township's success. "Most municipalities aren't going to be able to afford their own IT departments, so they need to be working with IT experts to make sure that the technology running in the background is effective, secure, and scalable. We wouldn't be able to meet our potential as a community without the help of IntermixIT," said Zachary.

With IT confidently managed, Zachary can focus on other projects, such as the new park opening in the fall, which features pickleball courts, a walking trail, softball fields, and a playground. Both the park and the township's robust IT infrastructure contribute to making Lower Swatara a wonderful place to live.