

CLIENT SUCCESS STORY

Modernizing Rural IT: How Edgefield County Enhanced Services and Cybersecurity



Introduction



Client

Edgefield County,
South Carolina
Local Government



Challenge

Mounting technical debt,
inconsistent IT support, and
slow issue resolution



Solution

Comprehensive managed IT
services including service desk,
proactive monitoring, and
cybersecurity



Results

Stabilized IT infrastructure,
78% faster ticket resolution,
40% lower cyber risk

About Edgefield County

Rooted in Tradition, Aiming for Tomorrow

Edgefield County, South Carolina, is a historically rich rural county known for its agricultural roots, legacy in gunsmithing, and as the birthplace of long-serving Senator Strom Thurmond. With a modest population, the county's traditional Southern culture has been shaped by farming, manufacturing, and its ties to nearby [Augusta, Georgia](#). Like many rural municipalities, Edgefield County balances preserving its heritage with adapting to modern operational needs.



On the Edge of IT Fatigue

Tackling Technical Debt, Delays, and Problematic Response Times

Edgefield County's internal IT team faced significant hurdles managing their technology infrastructure. Mounting technical debt, coupled with inconsistent response times for endpoint management, cybersecurity incidents, and Microsoft licensing updates strained their limited resources. The lack of centralized IT processes and poor visibility into their asset inventory created bottlenecks, leading to critical issues often taking over two weeks to fully triage and resolve. This reactive approach hindered the county's ability to serve its constituents effectively and exposed it to unnecessary risks.



Clearing a Path

Edgefield's Vision for Smarter IT and Cybersecurity

Edgefield County needed to transform their approach to IT management to better serve their community. Their primary objectives included:

- Reducing resolution times for technical issues to minimize disruption to county services
- Implementing proactive monitoring to identify and address problems before they affected operations
- Strengthening cybersecurity protections to safeguard sensitive county and constituent data
- Optimizing their Microsoft environment for better licensing efficiency and cost management
- Establishing centralized visibility into their IT infrastructure for improved decision-making



"We are extremely pleased with the transformation Corsica has brought to our IT operations. Their team has not only resolved our immediate technical challenges but has also given us a strategic roadmap for technology that supports our mission to serve our community effectively."

Peter Detmers | Director of IT
Edgefield County, South Carolina



A Cutting-Edge Collaboration

Managed IT and Cybersecurity for Edgefield County

By partnering with Corsica Technologies, Edgefield County gained access to enterprise-grade IT support and security solutions tailored to their specific needs. Corsica implemented:

- A fully managed IT service desk providing responsive, expert support for county staff
- Proactive endpoint monitoring to detect and address issues before they escalated
- Compliance-focused cybersecurity protections to safeguard county systems and data
- Centralized tooling that gave county leadership real-time insights into their IT environment
- Standardized IT workflows that improved efficiency and consistency across departments

Corsica's team worked closely with county officials to understand their unique challenges and develop a customized approach that aligned with their operational requirements and budget constraints.



Harvesting Results

Edgefield Reaps the Benefits of Modern IT

The partnership with Corsica Technologies delivered immediate and substantial improvements to Edgefield County's IT operations:

- **Within 90 days**, Corsica stabilized the county's IT infrastructure, creating a solid foundation for ongoing operations.
- **Average ticket resolution times decreased 78%** from over two weeks to under three business days.
- **User satisfaction significantly increased** as staff experienced more reliable technology support.
- **The Microsoft environment was optimized** for licensing efficiency, improving functionality while controlling costs.
- **Cyber risk exposure dropped by over 40%**, enhancing protection of sensitive county data.
- **County leadership gained confidence** in their IT systems, allowing them to focus on delivering core services to constituents.





ABOUT CORSICA TECHNOLOGIES

Corsica Technologies is a strategic technology partner specializing in consulting and managed services. With an integrated team of experts in cybersecurity, IT services, AI solutions, digital transformation, EDI, and data integration, Corsica offers comprehensive coverage and unlimited service consumption for one predictable monthly price—whether fully managed or co-managed.

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