

CASE STUDY

Town of Espanola Builds a Practical Five-Year Roadmap for Municipal IT Investment

An independent IT assessment from Edgeworx helped the Town clarify infrastructure priorities and long-term investment needs.

CLIENT: Town of Espanola

INDUSTRY: Municipal Government

SERVICES: IT Consulting & Projects, IT Audit



Challenges

- The Town needed an independent view of whether its IT infrastructure design supported future needs.
- Leaders had to evaluate service quality without relying solely on internal assumptions or legacy views.
- The organization needed to understand how closely its IT practices aligned with market best practices.
- The Town wanted to assess whether its IT organizational structure supported municipal technology needs.
- Decision-makers needed a clear five-year investment roadmap for long-term technology planning.

Solutions

- A comprehensive IT assessment clarified the current environment and key planning considerations.
- Strategic recommendations connected infrastructure, service quality, and best-practice alignment.
- A five-year technology investment plan supported more structured long-term decision-making.
- Organizational review guidance helped connect IT structure to the Town’s operational needs.



"The Town of Espanola released an RFP to review the Town's technology infrastructure from a design perspective, quality of service, adherence to market best practices and organizational structure as it related to IT. Edgeworx Solutions won the bid to undertake the assessment due to their experience and their methodical and comprehensive approach towards IT strategy development.

The Edgeworx assessment of the Town’s Information Technology environment was detailed and also provided 5-year technology investment recommendations for the long-term requirements of the Town of Espanola. Edgeworx's professionalism and expertise made for an excellent working relationship.

I would like to thank the Edgeworx team for providing a comprehensive and articulate strategy that the Town of Espanola will be leaning on in the years to come. Well done team!"

Allan Hewitt

Chief Administrative Officer, Town of Espanola

Executive Summary

The Town of Espanola needed an objective assessment of its IT environment, including infrastructure design, service quality, best-practice alignment, and organizational structure. Edgeworx Solutions delivered a comprehensive review and five-year technology investment recommendations, giving the Town a clear strategic foundation for long-term planning.

Edgeworx Solutions’s Approach

Key Actions:

- Responded to the Town’s RFP with a methodical approach to IT strategy development.
- Assessed the Town’s Information Technology environment from a current-state perspective.
- Reviewed infrastructure design, service quality, and adherence to market best practices.
- Evaluated the organizational structure as it related to IT service delivery and planning.
- Developed practical five-year recommendations for long-term technology requirements.

The Result

- The Town gained a detailed understanding of its Information Technology environment.
- Leaders received a comprehensive and articulate strategy for future technology planning.
- The five-year recommendations addressed the Town’s long-term technology requirements.
- The engagement created a stronger foundation for prioritizing future IT investments.
- A professional working relationship reinforced confidence in the assessment and recommendations.

Plan Your IT Future Today

Build a practical technology roadmap that aligns IT decisions with long-term business priorities.

[Schedule A Consultation](#)



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