

Business Continuity & Disaster Recovery Modernization for a U.S. Municipality

KPCS Consulting Case Study

EXECUTIVE SUMMARY:

KPCS modernized the municipality's Business Continuity & Disaster Recovery through a co-delivery approach – establishing a clear playbook, Azure Site Recovery, guided failover rehearsals, and strong governance. This enabled faster, predictable service restoration, reduced manual effort, and stronger cyber/operational resilience, restoring public trust in digital services.

KEY DELIVERED OUTCOMES:

- 90 percent reduction in failover time
- 95 percent faster restoration of public services
- 70 percent reduction in outage-related financial losses
- More than \$90K in annual recurring savings
- Avoided over \$500K in disaster recovery hardware costs
- IT recovery workload **reduced by 60 percent**
- Stronger cyber resilience and continuity readiness
- Improved citizen trust and service reliability

1. Client Overview

A mid-sized municipality in the state of Illinois serving more than 40,000 residents with essential public services including utilities, public safety, permitting, online payments, and administrative operations. Strong digital continuity is necessary to support residents, businesses, and public institutions.

2. Business Challenge

Before modernization, the municipality relied on slow, manual, and inconsistent disaster recovery processes. These outdated procedures exposed public services to prolonged outages, operational risk, and financial loss.

Key risks included:

- Prolonged outages affecting essential municipal services
- Risk of data loss with legal, operational, and financial consequences
- Limited coordination across Police, Fire, Utilities, and Public Works
- Significant costs associated with downtime and recovery
- Excessive workload on IT staff without clear procedures
- Increased cyber resilience concerns
- Declining public trust after repeated disruptions

3. Objectives

- Reduce outage duration and accelerate recovery
- Implement cloud-based resilience
- Enable IT teams to perform failover and fallback independently
- Establish a structured, sustainable BCDR governance model
- Strengthen cyber and operational resilience across departments

4. Solution Delivered

KPCS implemented a practical, hands-on Business Continuity & Disaster Recovery modernization program using a secure co-delivery model that allowed internal IT to remain fully in control throughout the project.

Key components delivered:

- A clear BCDR playbook defining decision paths, roles, and responsibilities
- Azure Site Recovery as the foundation for cloud-based alternate operations
- Guided failover rehearsals and structured tabletop exercises

- Incremental onboarding of critical municipal applications
- Governance framework with templates, documentation, and scheduled testing
- User connectivity procedures to support temporary operations during failover

5. Results & Business Outcomes

Metric	Before	After
Failover Time	6-8 hours	Under 30 minutes (90 percent faster)
Service Restoration	Up to 1 day	Under 1 hour (95 percent faster)
Outage-Related Costs	High	70 percent reduction
Annual Savings	-	More than \$90K per year
Disaster Recovery Hardware Costs	\$500K+ required	100 percent avoided
IT Recovery Effort	High manual burden	Reduced by 60 percent

The municipality now restores public services in under an hour and reduced failover time by 90 percent. The project eliminated the need for over \$500K in hardware refresh and generates more than \$90K in recurring annual savings. The modern cloud-based continuity approach ensures uninterrupted access to critical services and significantly improves public trust.

6. Key Outcomes

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7. Year

2024

8. Next Steps & Contact

KPCS helps global healthcare organizations modernize digital processes, eliminate manual workloads, and unlock AI-driven efficiency.

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