



NOVATECH CASE STUDY

City of Auburn

How a taxpayer-first decision cut costs about 50% and made IT help feel easy



“Since partnering with Novatech in Sept, 2024, the City of Auburn cut monthly IT costs by about 50% and now receives responses in about 2 hours.”

Auburn
Your vision. Our passion.
Your Auburn.

Summary

The City of Auburn chose Novatech to lower costs and speed up support. The move saved about 50% versus the prior provider and gave staff a simple, fast way to get help. Routine requests are handled immediately, while Novatech owns the harder issues. Leaders call the experience “superb” and say the change was “smooth, simple, and effective.”

About the Client

- **Organization:** City of Auburn, Georgia
- **Team size supported:** About 50 staff across 6 departments
- **Environment:** Microsoft 365, secure network with 50 endpoints, core apps for city services

The Situation

“High costs, less than responsive customer service, lagging technologies.”

City leaders needed better value, faster responses, and a partner who would own complex tickets without pulling staff into vendor back and forth.

The Decision

Auburn chose Novatech first for value and second for scope. Pricing was about 50% lower than their previous provider and included more. The plan was to start with core IT, then add services as other contracts expire.

“We went with Novatech over the other options first and foremost for the cost. Being a small local government it was important to do right by the taxpayer. Novatech quoted a price about 50% lower than our previous provider and also offered more.”

What Changed

Simple things got simple. Auburn now has easy access to tickets and password resets. With about 50 employees and mostly basic computing needs, the team can handle routine requests right away.

Hard things got handled. Novatech takes ownership of complex issues, keeps servers updated, and provides clear recommendations without putting the burden on city staff.

“I can see if someone submits a simple ticket, respond, fix it, and close it. With Novatech handling the more difficult tickets and ensuring the servers are up and running and up to date we can be more efficient and productive in the office.”



Implementation Experience

The cutover did not create friction. In fact, it was so smooth it was forgettable.

“I do not really remember the onboarding process and it was only a year ago. Anytime something like that is not memorable means it went smoothly.”

Results

Faster help and clearer guidance

Most requests now see a response in about 2 hours and are often resolved the same day. Updates are short and clear. Staff always knows the next step.

Efficient day to day work

Routine tickets and resets no longer stall resident services. Complex issues move faster because one team owns vendor coordination.

About 50% lower cost

Auburn reduced monthly IT spend by about 50% while getting more coverage. This freed budget for small reinvestment such as licenses, training, or device refresh.

“The biggest improvement is on costs and speed.”

Recommendation

Auburn would recommend Novatech to peers in local government. They point to the “about 50%” cost savings and the stronger service they now receive. Their advice to others:

“Do it. Change can be difficult, but this change was smooth, simple, and effective in every way.”



Scan the QR code or visit
novatech.net

Call 866.488.2024 to speak with
a Novatech expert today.

