



MEMO

To: Finance Committee – Mayor Teske
From: Daron J Haugh – City Administrator
Subject: IT Service Needs & Contract Discussion
Date: 2025-03-25

The City of Mauston's IT infrastructure requires a strategic upgrade in managed services to meet our growing technological demands. While Jcomp, our current IT service provider, has been a valued partner, their recent staffing challenges and limited capabilities no longer align with our expanding needs.

After careful evaluation of potential service providers, I recommend transitioning to 3RT, the specialized IT division of Lynxx. This recommendation is based on several key factors:

First, 3RT offers comprehensive IT management services coupled with essential cybersecurity training—a critical component in today's digital landscape. Their robust service portfolio precisely matches our current and future technical requirements.

Second, our existing strong relationship with Lynxx positions us for a seamless transition and ensures reliable, responsive support. Their demonstrated track record and deep understanding of municipal operations make them an ideal partner for our IT needs.

While 3RT's proposed services come at a higher investment than our current arrangement, I have worked closely with their team to develop a solution that balances our budget constraints with our technical requirements. Through careful negotiation, we've structured a three-year contract that remains within our fiscal parameters while significantly upgrading our IT capabilities.

This strategic partnership will provide the City of Mauston with enhanced IT support, improved cybersecurity measures, and the scalability needed for our continued growth.