



TOWN OF WICKENBURG

Information Technology Managed Service Provider

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IT Work Group Needs Assessment

- 150 supported users
- Over 400 managed devices
- 3,900 support tickets resolved annually
- 13 physical and virtual servers managed
- 30 Wi-Fi access points managed
- Critical software supported (Computer Aided Dispatch, Graphical Information Systems, Water/Wastewater systems, and Financial Software)
- 85 additional applications supported

IT Work Group Needs Assessment

- Cybersecurity
- Network Administration
- Core Infrastructure Management
- Help Desk
- Ticketing System
- Enterprise Software Systems

Recommendation

- Vendors
 - Global Market Innovators, Inc. – Help Desk and Security Operations
 - Advanced Network Management, Inc. – Network Administration
- Reasoning
 - Tailored solutions
 - Technical capability
 - Long-term value
 - Vendor Redundancy

Contract Overview

Vendor	FY25 Annual Cost	FY26 Annual Cost
Global Market Innovators, Inc. (GMI)	\$203,435	\$123,777
Advanced Network Management, Inc. (ANM)	N/A	\$73,416 (Includes on-boarding fee)
Total	\$203,435	\$197,193

Reduction in cost of \$6,242



Questions?