

# The person keeping 911 running for 845,000 people needed more than a vendor. She needed a partner.

## The Outcome

El Paso County 911 District handles the most urgent calls imaginable, while simultaneously defending against cyberattacks, fake 911 calls, and aging infrastructure. Senior Network Administrator Jennifer Aguilar needed a future-proof foundation that could keep emergency services running no matter what. Today, the 911 District operates from a state-of-the-art regional communications center with Presidio managing the infrastructure around the clock.

## How They Got There

Aguilar and Presidio started with visibility - deploying SolarWinds Orion to see everything across the District's systems for the first time. With that foundation in place, Presidio guided the migration of the mission-critical computer-aided dispatch system to a fully virtualized environment. When the time came to plan the new El Paso Regional Communications Center, Presidio was there for every detail: cabling, power, racks, documentation, and the disaster recovery runbook.

## Why It Worked

Aguilar wasn't looking for someone to sell her technology. She needed someone who would advise, mentor, and build alongside her team for the long term. As she put it: "You can throw just about anything at us now, and we have a solution for it." When the stakes are this high, the relationship matters as much as the technology.

## The Situation

Jennifer Aguilar is the Senior Network Administrator for El Paso County 911 District - responsible for emergency services across a border county of 845,000 people. Every day, her team faces the dual challenge of keeping 911 services running flawlessly while defending against an active and evolving threat environment: cyberattacks, fraudulent 911 calls, and aging infrastructure that couldn't be allowed to fail.

## The Approach

Presidio started by giving Aguilar's team full visibility for the first time: the SolarWinds Orion monitoring suite deployed to surface everything happening across the District's systems and network in real time. With that foundation established, Presidio guided the migration of the mission-critical CAD system to a fully virtualized environment. When the El Paso Regional Communications Center was being planned, Presidio was present for every detail - cabling, power, racks, documentation, and the disaster recovery runbook that now serves as the District's blueprint.

## The Result

El Paso County 911 now operates from a state-of-the-art regional communications center with full network visibility, a hardened disaster recovery plan, and round-the-clock managed services monitoring from Presidio. The relationship Aguilar describes as "El Paso County 911's trusted ally for resilience, reliability, and innovation" has been built over years of working side by side through challenges that carry real public safety consequences.

*"You can throw just about anything at us now, and we have a solution for it. I've been guided, I've been mentored, and I've been counseled by Presidio. They are El Paso County 911's trusted ally for resilience, reliability, and innovation." — Jennifer Aguilar, Senior Network Administrator, El Paso County 911*

# 845,000

Residents depending on  
911 services Jennifer  
Aguilar keeps online

# 24/7

Presidio Managed  
Services monitoring the  
datacenter around the  
clock

# Mission-critical

CAD system virtualized -  
faster response, tighter  
control