

Modernizing Municipal IT

The Town of Dudley & RetroFit Technologies

Introduction

The Town of Dudley, Massachusetts, a community of nearly 12,000 residents, teamed up with RetroFit Technologies to modernize its IT environment, improve service delivery, and boost cybersecurity. As a certified Women's Business Enterprise with decades of municipal expertise, RetroFit delivered a comprehensive managed services program tailored to Dudley's unique needs. Situated in south central Massachusetts, Dudley is a classic New England town with a rich industrial and educational heritage, governed by an open town meeting, Select Board, and Town Administrator.

The town's IT infrastructure supports departments such as public safety, finance, the Dudley Charlton Regional School District, and public works. Dudley's technology footprint features 25 managed workstations, 1 physical server, 2 virtual machines, 3 firewalls, 3 network switches, 1 wireless network, cloud backup for up to 1 TB of data, and Microsoft 365 accounts, all protected by managed SIEM services and supported by robust vendor management, semiannual business reviews, and strategic consulting.

“ RetroFit has been a lifesaver. As an IT department of one, and with our organization's IT needs always having been outsourced, starting to build in house structure with the support of RetroFit has alleviated time pressures and constraints that I simply can't handle alone on a very minimal budget. I highly recommend them and their services.”

– Amanda Gage | IT Manager, Town of Dudley



The Challenge

Like many municipalities, Dudley faced several IT challenges: limited internal resources to manage a growing and complex technology environment; rising cybersecurity threats targeting municipal governments; need for predictable costs and scalable support; and a desire for improved staff experience with faster issue resolution and less downtime.



The Solution

RetroFit's Managed Services Model

RetroFit Technologies delivered a right sized, proactive managed services program supported by its Taunton based NOC, including monitoring and management, help desk support, cloud backups, security and compliance, Microsoft 365 administration, vendor management, and strategic consulting.

Results & Impact

The partnership between Dudley and RetroFit Technologies produced measurable benefits: reduced downtime through proactive monitoring and rapid response; improved staff satisfaction with fast, friendly help desk support; enhanced security posture with MDR backed protection and permission reviews; predictable budgeting with fixed monthly costs; and leadership confidence through regular reporting and strategic guidance.

Why RetroFit Technologies

With 43 years of experience, RetroFit stands out as a trusted municipal IT partner due to local presence with a Taunton based NOC, certified expertise as a WBE with compliant procurement through ITC73 and ITS78 contracts, proven track record supporting towns and public agencies, and scalable solutions tailored to each municipality's size, needs, and budget.



Conclusion

The Town of Dudley's experience demonstrates how a strategic partnership with RetroFit Technologies can modernize municipal IT, enhance security, and deliver tangible value to both staff and residents. For towns seeking a reliable, proactive, and cost effective.