

# TECHNOLOGY AS A CATALYST FOR COUNTY PROGRESS

## Plymouth County & RetroFit Technologies

### Introduction

Plymouth County, Massachusetts, is a dynamic region where tradition meets innovation. With bustling town centers, coastal communities, and a legacy of civic engagement, the County's leadership recognized that technology could be a driver for better public service and community resilience. RetroFit Technologies, a certified Women's Business Enterprise and an approved vendor on Massachusetts state contracts ITC73 and ITS78, was selected to help Plymouth County rethink its IT strategy, not just as a support function, but as a foundation for growth, security, and operational excellence.



**“ RetroFit is an important part of our team in our day to day operations. They provide GREAT support, sage advice, and keep our office technology running smoothly every day. Plymouth County could not serve our communities if it were not for the great support of RetroFit. I highly recommend their services.”**

– Frank Basler | Chief Procurement Officer, Plymouth County



## The Challenge



## The Solution

Plymouth County's departments were operating with a patchwork of aging systems and limited visibility in cybersecurity risks. Staff often faced delays in accessing information, and the County's ability to respond to new mandates or emergencies was constrained by outdated infrastructure. Leadership sought a partner who could help them move beyond "keeping the lights on" to building a technology environment that would empower employees and serve residents more effectively.

### A Collaborative Transformation

RetroFit Technologies approached Plymouth County's needs with a collaborative mindset. Rather than imposing a one size fits all solution, RetroFit worked alongside County stakeholders to map out priorities, assess vulnerabilities, and design a phased modernization plan. This included deploying secure cloud backups, upgrading wireless networks for seamless connectivity, and implementing SIEM tools for real time threat detection. RetroFit also introduced a responsive help desk and regular technology reviews, ensuring that every department, from finance to public safety, had the support and tools needed to excel.

## Results & Impact

The transformation was felt across the County. Employees gained faster access to critical applications, and IT incidents dropped thanks to proactive monitoring and rapid troubleshooting. The County's cybersecurity posture improved, with regular permission audits and automated alerts for suspicious activity. Budgeting became more predictable, and leadership gained new insights through detailed reporting and strategic planning sessions. Most importantly, Plymouth County's staff felt empowered to focus on their core mission, serving the public without technology getting in the way.

## 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

Plymouth County's journey with RetroFit Technologies shows that IT modernization is more than hardware and software, it's about enabling people and strengthening communities. For counties seeking a partner who brings expertise, flexibility, and a genuine commitment to public service, RetroFit Technologies is the clear choice.