Steady Systems and Stronger Communities

How public sector organizations simplified IT with NinjaOne



ninjaOne®

Public sector organizations measure success by services delivered, classrooms supported, systems online, and communities served.

Success often depends on an IT team. They work to keep technology secure, current, and reliable with nimble teams and paltry budgets. But it's no easy feat. As systems grow, more tools get added, and the friction of trying to force disconnected tools to work together builds over time.

This friction can be reduced through modernizing IT. When done properly, it simplifies systems, automates tasks, and creates a stronger, more unified foundation. The organizations featured here didn't follow modernization because it was trendy. They recognized the value of clarity, speed, and control and the positive impact it would have on the people they support.

Faster service starts with simpler foundations

As organizations grow, patching takes longer, reporting gets harder to verify, and updates need coordinating across systems. Modernization brings together visibility and execution, removing the need for workarounds.

Kansas City, Missouri

72 hour patching cycles trimmed to minutes

Kansas City supports thousands of employees and over a half a million residents. As the city grew, its IT systems grew too, eventually depending on 10 different tools to handle patching, compliance, and endpoint management.

Manual patch cycles could take up to 72 hours, and vulnerability scans used a full day each week. Gathering data from multiple systems was standard for PCI, NIST, and HIPAA compliance reporting, but woefully labor intensive. After switching to a unified platform, Kansas City gained centralized visibility over more than 5,000 endpoints, reduced patch cycles from days to minutes, and streamlined compliance with essential security frameworks. Weekly manual scans were removed, and annual IT costs dropped by over $200,000.

$200k

annual IT cost savings

KANSAS CITY

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City of Sarnia, Ontario

90% faster patching

Sarnia needed faster patching and historical reports that met cyber insurance standards.

Before, patching was slow, and reports required manual checks. After combining endpoint and patch management, the city cut patching time by 90% and improved ticket response by 70%. Reporting became accurate and audit-ready without extra effort.

Execution improved because visibility improved. Sarnia noticed a major morale boost after bringing NinjaOne on board, leading to better team productivity and happier customers due to faster remediation and response times.

90%

faster patching

Sarnia
ONTARIO

Faster service starts with simpler foundations

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City of El Dorado, Kansas

90% faster ticket resolution

El Dorado's two-person IT team manages the entire city network. When remote management required someone on-site, daily travel was necessary.

Switching to a cloud model cut ticket resolution time by 90% and reduced travel time by over 90%. Issues can now be fixed instantly from one console instead of multiple locations. The workload didn't change, but the time between the problem and solution became much shorter.

90%

faster ticket resolution

EL DORADO
KANSAS

“NinjaOne didn’t just consolidate our tech stack; it unified our previously siloed departments across the city. NinjaOne enables collaboration and camaraderie we simply didn’t have before.”

BEN PERRYMAN

IT Specialist for Kansas City, Missouri

Efficiency improves when complexity is reduced

Public sector IT teams struggle because everyday tasks require too many steps across too many systems. When those tasks are automated, routine becomes faster, clearer, and easier to manage.

Bonner County, Idaho

24x faster processes

Bonner County covers 1,900 square miles and relies on VPN workflows and manual updates that took more than 100 hours of admin time.

After updating endpoint management, processes became 24x faster, and the manual update workload vanished. Policies apply immediately without waiting for devices to connect.

24x

faster processes

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City of North Adams, Massachusetts

Gained 20 hours per month

North Adams manages 26 public facilities with a small staff and a tight budget. Old remote management tools slowed down daily tasks and required constant vendor coordination.

By moving to a unified platform, the city saved $20,000 per year and reclaimed 20 hours each month. That time can now be redirected toward higher-impact initiatives.

90%

faster ticket resolution

NORTH ADAMS

“With NinjaOne, we set up and apply policies instantly. Tool and application installations happen in real-time, vastly different from the previous day-long wait.”

IT SYSTEMS ADMINISTRATOR

Bonner County, Idaho

Stronger compliance and lighter process

Public sector organizations are under constant scrutiny. Compliance demands are real and increasing. When compliance responsibilities are confined to silos, the technology used is often equally siloed, making it difficult to manage compliance across multiple business lines, functions, or locations.

Carahsoft

100% compliance achieved

Carahsoft operates in one of the most compliance-driven environments in the public sector.

As the company grew quickly, using multiple tools caused inefficiencies and risks. By unifying patch management, remote access, and reporting, Carahsoft reached 100% compliance with strict security rules and completed deployment in one week.

The help desk saved over 60 hours each month, and compliance became easier to manage because visibility was unified.

90%

faster ticket resolution

carahsoft.

“NinjaOne provides a number of role-based access controls and single sign-on capabilities that allow us to tie into our NIST800-53 security requirements and deliver a secure platform.”

RYAN WAGONER

Director of Technology at Carahsoft

carahsoft.

Education that stays online

IT modernization makes an immediate difference in education. Haphazard updates disrupt classes. Slow support slows learning. But when systems are unified and reliable, they stay in the background.

Beekmantown central schools

40% lower licensing costs

Beekmantown reduced ticket resolution time by 98% and saved 20 hours each month. Licensing costs fell by 40%. Most importantly, patching ran automatically overnight. Teachers no longer had to work around update schedules.

Now technology works quietly in the background, empowering teaching instead of interrupting it.

40%

lower licensing costs

BEEKMANTOWN CSD

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East Texas A&M University

Issues resolved up to 120x faster

East Texas A&M University (ETAMU) serves more than 13,000 students and thousands of staff across multiple campuses. After consolidating its tools, the university saved $58,000 a year, improved MTTR by up to 120x, deployed all endpoints in under two days, and sped up technician onboarding by up to 16x.

Faster problem-solving and simpler management help keep operations running smoothly across all campuses.

120x

faster issue solving times

ETAMU

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University of Southern Queensland

4,000 endpoints deployed in one week

University of Southern Queensland (UniSQ) deployed 4,000 endpoints in one week, removed three tools, improved patch performance by 50%, and saved up to three days every month through automation. By simplifying its setup, the university strengthened its hybrid learning infrastructure, aligning their commitment to ensure student needs are at the forefront of everything they do to deliver a contemporary learning experience.

4000

endpoints deployed in one week

UniSQ

Modern IT builds public trust

Cities, counties, school districts, universities, and other public agencies have different missions but share a common responsibility. Services must stay available. Data must stay secure. Compliance must be clear. And IT teams must deliver all this efficiently.

The organizations featured here unified endpoint visibility, patch execution, and reporting. They cut coordination overhead and shortened the time between change and action.

When IT is easier to manage, public sector teams gain something invaluable: the confidence to deliver essential services without disruption.

Learn more at ninjaone.com

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