



Local Government - City of Bellevue Case Study

“ F5 was a natural decision, given the existing partnership. We continue to be pleased that the functionality the product lines offered meets our needs and that the quality and performance has been demonstrated over time.

- Garrett Solberg, IT Manager, Infrastructure Division

About the Customer:

The City of Bellevue, Washington, is a thriving technology and economic hub with more than 144,000 citizens. To serve its diverse needs—including remote employees, citizen site visitors, police and emergency services, maintenance crews, among others—Bellevue turned to F5 for upgraded access, load balancing, and security, as well as a solution that would position the city well for future growth.

Competitors:

Citrix, Pulse Secure, Cisco

F5 Solution(s):



Traffic Management



Access Management

Customer Pain Point:

Like many modern cities, the City of Bellevue’s digital needs have grown. A decade ago, only a handful of technical workers used its VPN to access systems remotely. Today, all 1,600 employees are enabled for remote work. The city’s online presence has also grown dramatically. Its website offers a range of services such as payments, permit applications, online job applications, and maps, hosting more than 800,000 visitors annually with more than 80 gigabytes of content; and it must meet strict service-level agreements (SLAs) for uptime and service turnaround for hosted services. In addition, the city needed a way to secure remote access for those who primarily work in the field.

Solution:

Faced with a mounting list of requirements, the city knew it needed an enterprise-grade solution that could not only handle the existing challenges but also continue to evolve over time. The IT department stepped up its investment in F5 technologies to meet this challenge, implementing intelligent traffic and access management solutions, providing the highest levels of uptime and accessibility while increasing security and compliance for CJIS, FIPS, and industry standards like Payment Card Industry (PCI) Data Security Standard.

Results:

In implementing F5, the City of Bellevue solved for both past and future challenges. Providing the city with a clear view into network application traffic and control over how it’s handled. This transparency allows the IT organization to make intelligent traffic management decisions based on server performance, security, and availability. Additionally, the SSL performance of F5 lets the city cost-effectively protect sensitive data by encrypting every layer from the client to the server.

With F5 handling authentication, the city now has the functionality to simplify and protect user access to apps and data, while delivering the most scalable access gateway on the market. F5 supports multiple authentication methods, including multi-factor authentication required for CJIS and FIPS compliance. Employees can sign in once and securely access the apps they need.

Contact Us

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About F5 Networks

With over 20 years of application service experience, F5 provides the broadest set of services and security with the depth needed for enterprise-level applications that can now apply to multi-cloud environments to meet the wide variety of application needs. Our solutions are delivered in hardware, software, or as-a-service