

Case Study

Florida Department of Transportation



The Customer

The Florida Department of Transportation (FDOT) is a decentralized agency charged with the establishment, maintenance, and regulation of public transportation in the state of Florida. The department was formed in 1969. The Department's mission is to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of Florida's environment and communities. The Department's goal is to make travel in Florida safer and more efficient.

The Challenge

Manage network accounts and security for all

County computer users and computers by:

- Assigning security profiles
- Following procedures established by Technical Services
- Establishing, maintaining, and monitoring all LOG-ON identifications and access rules
- Defining specific access to network files, database management systems
- And monitoring environment for security violations.

About Cogent Infotech

Founded in 2003, Cogent Infotech is a trusted, award-winning firm with **21+ years** of experience, **150+** government contracts, **10,000+** projects, and a 96% employee retention rate. Recognized as an SBA Small Business and MBE-certified, we deliver excellence through diverse talent, AI-driven recruitment, and cooperative contracts like NASPO Value Point and TIPS-USA.



The Process & Solution

Managed helpdesk and service desk end to end that included:

- Accepted Service Desk calls from users.
- Provided telephone and on-site technical support to troubleshoot and fix PC system and application problems.
- Routed the user to the appropriate personnel for problem resolution.
- Analyzed and resolved PC user problems by telephone, remote connections, and by working on-site.
- Installed, configured, and maintained software and hardware.
- Updated asset management information in OneNote and Active Directory accordingly.

Tech Stack

- Microsoft Operating Systems
- Microsoft Office Suite,
- OneNote
- Active Directory

The Impact

- Improved Compliance
- Increased C-SAT
- Overall project optimization was achieved by using vendor support and utilizing shared resources
- Shown flexibility to handle seasonal volume spikes without extra resource
- Lowered the per ticket cost

Architecture

