



CUSTOMER STORY

Reliable 24/7 connectivity enables the Jefferson County Clerk's Office to serve residents without interruption



Kentucky's largest county clerk's office achieved seamless digital operations with Flexential colocation and interconnection.

Flexential solution portfolio



Colocation



Interconnection

Flexential partnership highlights

- Zero-downtime network guarantee ensures citizens can access critical information without delay.
- A tailored colocation and interconnection strategy positions the technology team to scale efficiently while staying agile to meet future network demands.
- Enterprise-grade infrastructure serves as the backbone for the office's growing digital evolution, offering uninterrupted service during system updates and tech modernization.

The history

The Jefferson County Clerk's Office serves as the cornerstone of public record-keeping and citizen services for Kentucky's largest county. With a rich history dating back to the 1700s, the office maintains vital records, including marriages, deeds, and mortgages, while processing approximately 700,000 vehicle registrations annually.

The office provides comprehensive services, including legal records management, motor vehicle registration, election administration, and business licensing.

Under the leadership of County Clerk Bobbie Holsclaw, the office embraces a VIP (Value, Integrity, Performance) service approach, combining traditional record-keeping responsibilities with modern digital innovations. From managing millions of historical documents to providing online registration renewals and implementing anti-fraud measures like ClerkAlert, the office continues to evolve its service delivery while maintaining its foundational role as "keeper of the record."

The Information Technology division serves as the technological backbone of operations, managing a sophisticated network that connects 13 locations and supports 274 employees.

The IT team maintains critical infrastructure, including computers, networking, point-of-sale systems, and specialized government software, while ensuring seamless integration with statewide systems.



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Our partnership with Flexential has stood the test of time, more than 25 years. That kind of relationship speaks volumes about the trust, reliability, and value Flexential provides to keep our operations running smoothly.”

Griffin P. Torrance
Director of IT, Jefferson County Clerk's Office

The challenge

Digital leap exposes infrastructure gaps

In the early 2000s, the Jefferson County Clerk's Office found itself at a technological crossroads. As the office began modernizing its services and digitizing millions of documents, the existing infrastructure struggled to meet the office's expanding needs.

“Our first digital presence was online lien records. This includes millions of documents, and the title community loves the convenience of online access,” said Griffin P. Torrance, Director of IT, Jefferson County Clerk's Office. “But we needed more robust infrastructure to offer these services consistently. That's where Flexential came in.”

With frequent service interruptions affecting daily operations and citizen services, the team recognized the need for an enterprise-grade solution that could support its digital transformation.

The solution

Enterprise-grade infrastructure enables service continuity

After a thorough RFP process, Flexential emerged as the clear choice for colocation and interconnection solutions.

Enterprise-grade colocation offers essential features, including redundant power systems, multi-layered physical security, advanced fire suppression, and carrier-neutral connectivity options. Located at the intersection of two power grids in Louisville, the [Flexential data center](#) ensures continuous power delivery for vital public services, offering a 100% uptime SLA on power and bandwidth.

monitoring, and secure, adaptable data center space. Complementary interconnection services enable direct cloud connectivity, carrier-neutral networking, and high-speed connections between data centers and service providers.

As a strategic partner for more than two decades, Flexential provides infrastructure reliability so that the Jefferson County Clerk's Office can focus on its core mission: providing VIP-level service and maintaining secure government operations across 13 locations.



Flexential's enterprise-grade infrastructure gave us the foundation to not just recover from technical challenges, but to emerge stronger. When faced with challenges, we have been able to rebuild our systems more effectively, while also enhancing security measures and implementing stronger protocols. The agility of our strategy speaks to the resilience of our foundation and our ability to continuously improve."

Griffin P. Torrance
Director of IT

"Whenever we need support, Flexential responds immediately," said Torrance. "It's like not having to worry about cracks in your home's foundation. With reliable infrastructure in place, I can focus on strategic initiatives instead of system concerns."

Implementation: The transition from state-managed internet services to Flexential marked a critical upgrade in Jefferson County Clerk's Office infrastructure strategy.

Benefits included enterprise-grade redundant routers, firewalls, and failover systems that power the Flexential industry-leading 100% network uptime commitment.

Rather than just simply providing infrastructure, Flexential and Jefferson County Clerk's Office have developed a partnership model that anticipates and addresses challenges before they impact operations. This proactive support enables the Jefferson County Clerk's Office to maintain high-availability services across all 13 locations while planning future modernization initiatives.

This successful implementation created immediate results: internet reliability improved dramatically, millions of public records became consistently accessible online, and the IT team gained the freedom to focus on innovation rather than infrastructure management.

Scalable interconnection services enable seamless integration to the internet and leading cloud and network service providers.

"The location and multi-layered failsafe architecture made Flexential the ideal choice," said Torrance. "Since switching, our internet reliability jumped from around 70% to nearly 100%, and we rarely need support because everything works seamlessly."

Key features: Flexential delivers enterprise-grade colocation solutions through redundant power infrastructure, comprehensive environmental


The results

Scalable infrastructure sustains critical public services

Performance: Robust colocation infrastructure supports critical government services across 13 locations, enabling continuous access to millions of digital records and essential citizen services.

Efficiency: Jefferson County Clerk's Office implemented a comprehensive infrastructure solution that immediately addressed connectivity concerns while also creating scalability for future growth.

Customer experience: Residents benefit from modernized government services that deliver the office's signature VIP (Value, Integrity, Performance) service approach.



Enable innovation with a strong
infrastructure foundation

Maximize your investment with
colocation and interconnection →

