

Leading with Data: How the City of Port St. Lucie Sets the Standard for Modern Municipal Governance

About the City of Port St. Lucie

The City of Port St. Lucie, Florida, is a rapidly growing municipality known for its high quality of life, safety, and forward-looking approach to local government. By embracing innovation and data-driven practices, Port St. Lucie works to provide exceptional services that enhance community safety, strengthen transparency, and support a thriving future for its more than 250,000 residents.

Location

Port St. Lucie, FL

Industry

Public Sector

Platform

Microsoft 365

Solution

[AvePoint Confidence Platform](#)

Success Highlights

- Streamlined Microsoft Copilot deployment with governance policies applied from day one
- Reduced manual provisioning requests from 30 minutes to seconds
- Strengthened backup reliability to support public records compliance
- Enabled scalable, policy-driven data governance across Copilot environments

The Challenge

As a rapidly growing municipality serving more than a quarter-million residents, the city of Port St. Lucie, Florida recognized that effective governance of its expanding data environment was essential to making sound decisions and maintaining operational transparency.

City leadership had committed to a data-first strategy, emphasizing the importance of strong governance foundations. As Kate Parmelee, Port St. Lucie's Deputy City Manager for Strategic Initiatives & Innovation and Chief Information Officer explained, "Our city team and our mayor and city council have said that we're going to lead with data, and so we really need to get our data governance solid because that is how we make decisions in a city of 250,000-plus people."

However, managing growing volumes of data across Microsoft environments introduced operational strain. The IT team faced mounting requests that required manual processing, creating inefficiencies, and diverting time away from higher-value work. Provisioning tasks in Microsoft Teams environments were particularly time-consuming, often handled through individual email requests.

At the same time, compliance obligations created additional pressure. As a Florida municipality, the city operates under strict public records laws, making reliable backup a non-

negotiable requirement. Existing backup tools were not meeting expectations, leaving the team searching for a more dependable solution that could ensure data availability and regulatory compliance.

The AvePoint Solution

To address these challenges, the City of Port St. Lucie partnered with AvePoint to strengthen governance, improve backup reliability, and automate key processes across its Microsoft ecosystem.

The city adopted AvePoint's policy-driven governance capabilities to standardize how data and collaboration environments were created and managed. With centralized governance tools such as request-based provisioning workflows, routine IT tasks became significantly easier to manage.

AvePoint also played a central role in enabling secure Copilot adoption. Governance policies were applied early in the deployment process, reducing risk and removing burdens from development teams. According to Bill Jones, Chief Information Officer for the City of Port St. Lucie, "AvePoint streamlined our deployment of Copilot and assisted in removing a lot of that burden from people that would have had to do that."

Reliable backup capabilities further strengthened the city's compliance posture. With improved data protection in place, IT leaders gained confidence that public records requirements could be met efficiently and consistently.

Outcomes

By implementing governance automation and reliable backup through AvePoint, Port St. Lucie significantly improved both operational efficiency and data protection readiness.

The city also achieved greater confidence in its data governance framework. Policy-driven controls helped ensure consistent handling

of information across Microsoft environments, supporting the city's commitment to data-driven decision-making. As Kate noted, "We use data to make sure that we're making the right decisions and to be strategic for the future."

Backup reliability improvements strengthened the city's ability to meet public records obligations and maintain operational continuity. This combination of governance and protection capabilities helped the city maintain productivity even amid evolving technology demands.

Ultimately, the partnership with AvePoint has enabled the city to operate more efficiently, protect critical data, and confidently pursue its vision of data-driven government services for the residents it serves.

The Road Ahead

With governance and protection capabilities firmly in place, the City of Port St. Lucie is positioned to continue expanding its digital services while maintaining strong oversight of its data environment.

As the city advanced its data-first strategy, leadership remains focused on using technology to improve service delivery for residents while maintaining compliance and operational resilience. Automated governance workflows and reliable backup infrastructure will continue to serve as foundational elements supporting future innovation.

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