Streamlining Operations and Reducing Costs by Moving to the Cloud

Jeff Kerr
VC3, Inc.
jeff.kerr@vc3.com
919-246-9187
Topics

Cloud Computing for Regional Development Organizations

• What is it?
• What is the right solution for Local Government?
• When is the right time to adopt?
• What is the evolving role of the local government IT Director?
• How can this be a huge enabler for:
  • RDOs
  • Your members
Background

Extensive Local Government IT Experience

• Relationships with over 140 municipalities, counties, COGs, RDOs, PDs, RCs, etc.
• Focused on small and medium local government
• Over 20 years experience
• 85+ employees – depth & breath
• Technology relationships
Solutions

- Hosted Desktop
- Managed Support Services
- Hosted Voice
- Hosted Email and Archiving
- Website Design and Online Services
- Disaster Recovery & Cloud Based Backups
- Technology Assessments
- Microsoft SharePoint Services
- Application Development
- Networking and Computer Security
When is Cloud Computing Right for You?

• Is the breath and depth of your IT support insufficient?
• Are you unable to tackle strategic issues because you spend all your time on tactical problems?
• Are you faced with reoccurring significant desktop and server capital expenses?
• Do you need increased mobility for your staff?
• Is your data stored in an off-site location?
• Are you worried about the viability of your business if disaster strikes?

• Do you just want to get out of the day-to-day IT business and focus on your core competency?
What is Cloud Computing?

Cloud computing model is:
...any pay-per-use service,
...that extends existing IT capabilities,
...in real time over the Internet.
Why Organizations are Moving to the Cloud...

- Scalability
- Financial flexibility
- Risk Mitigation
- Focus on specific needs
Cloud Services Are Not New...

- Website Hosting
- Email
- Phone Systems
- Hosted Desktop
- Payroll
Cloud Services Aggregation

Adding Value To Cloud Services For Local Government

Cloud Services Provider
Aggregation
Integration
Customization
Management
Arbitrage

MSP Solutions

Local Government Organization

Premise Based Solutions
Common Premise Based IT Environment

Expensive in time and resources to install and maintain!

- 3 - 4 year refresh cycle for PCs
- Reoccurring software license fees
- Insufficient skill level of IT staff
- Lacks adequate backups & security
- Slow restoral of critical business processes after a disaster
IT Continuum Stages...

Where is your organization... where are you going, and when?

<table>
<thead>
<tr>
<th>Reactive</th>
<th>Proactive</th>
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<tbody>
<tr>
<td>Internal Staff</td>
<td>Managed Services</td>
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<td>Local IT Vendor</td>
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<td>Premise Based</td>
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<td>Cloud Based</td>
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<td>Time</td>
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“Wearing Many Hats”

Early Stages of Complexity

High Complexity
Many Technologies
Delivery of Many Services
High Availability Required

User Request for Services
A New IT Solution Option to Consider

Premise Based IT Solution

Enterprise Class Data Center
A New IT Solution Option to Consider

Hosted IT Solution

Enterprise Class Data Center

WAN/LAN
A New IT Solution Option to Consider

Hosted IT Solution

Enterprise Class Data Center

Pixel Changes

Keyboard Strokes

Mouse Movements

WAN/LAN
Delivery Models

Premise

Cloud

Hybrid

- Some components in the cloud
- Some components continue to be premise based
Premise

- You buy the servers
- You buy the desktops
- You buy the phone system
- You buy the storage and back-up systems
- You buy all of the network equipment
- You pay someone to maintain and support it
Cloud

- **Cloud vendor provides** the servers
- **Cloud vendor provides** the client device, monitor, keyboard and mouse
- **Cloud vendor provides** the storage
- **Cloud vendor provides** the file backup, and disaster recovery
- **Cloud vendor supports** your environment 24x7
- You only pay for what you need
- Little to no up-front capital cost
- Scale up/down much more quickly
Evolving Role of IT Director

*Be a champion of the Cloud!*

- Cloud Partner can free-up IT Director to focus on strategy initiatives
- No longer completely consumed by fixing tactical issues
- Direct contributor to forming business strategy
- Leadership role in external alliances and member services
- Develop a holistic strategy to leverage internal, external, and hybrid clouds
- Fewer huge SW/HW purchases, but more service partners to manage
Cloud Desktop Components:

- Applications
- Storage
- Backups
- Support
- Hardware
- Reports and Documents
What Should Be Included?

**Standard Applications**
- Microsoft Windows 7
- Microsoft Office Standard Edition
  - Word, Excel, PowerPoint, Outlook, OneNote...
- Microsoft Exchange Email

**Client Applications**
- Host your *existing applications*
  - Finance, GIS, Utilities, etc.
- Third party vendor coordination
What Should Be Included?

**Storage**
- Individual and shared file storage for all users

**Backups**
- Nightly backup to alternate data centers
- Optional 10 year email auto-archive for records retention and retrieval
What Should Be Included?

Security

- SPAM filtering
- Anti-Virus
- Optional web filter & URL blocking

Support

- 7x24 Service Desk
- 7x24 Proactive and Reactive
- Remote and Onsite Support
- Software application support
- Third Party Vendor Coordination
What Should Be Included?

**Hardware**
- Client device, keyboard, mouse and monitor
- All-in-one unit

**IT Director Services**
- Budget planning services
- IT Documentation
- IT Performance Report
- Best Practices and Policies Library
Hosted Desktop Solutions

• Cloud-based Desktop Solution that works with ANY device from ANY location!

• Never purchase a PC or server again.

• Utilize more reliable and powerful computers.

• Eliminate unplanned technology expenses.
Thank You!