The City of Decatur: How moving to the Cloud saved the city money and increased employee efficiency

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So, let’s have some fun?

Pull out your mobile device

Open up the browser

Browse to **sli.do**

Enter Code: 2069
City of Decatur, GA

Fast Facts

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Population</td>
<td>21,957</td>
</tr>
<tr>
<td>Average household size</td>
<td>2.38</td>
</tr>
<tr>
<td>Households</td>
<td>7,987</td>
</tr>
<tr>
<td>Average age</td>
<td>35.9</td>
</tr>
<tr>
<td>Median household income</td>
<td>$77,202</td>
</tr>
<tr>
<td>Average price of single family home</td>
<td>$350,400</td>
</tr>
</tbody>
</table>
City of Decatur, GA

Key Decision Criteria

- Improve IT Support
- Control and predict IT Spend
- Mitigate Risks
- Increase employee productivity
- Enhance employee mobility
What's Driving City of Decatur IT Needs?

Security

Business Continuity

Storage

Mobility

Availability

...7x24 access to services, any time...from anywhere
City of Decatur, GA

Critical Success Factors for Better IT Support

- **Greater Productivity**
  - Remote access allowed employees to work from anywhere with an internet connection, increasing collaboration within and between departments in and outside the city.

- **Flexibility**
  - With the cloud, the city was able to provide flexible work schedules to employees, accommodating a wide range of needs.

- **Business Continuity**
  - The city maintained operations during “Snowmageddon” of 2014. Employees could work from home and access all applications remotely.
  - Previously looked at a disaster recovery solution prior to moving to the cloud; cost was upwards of $289,000/year to guarantee uptime for critical applications.
City of Decatur, GA

Critical Success Factors for IT Support

- Reduced capital expenses:
  - 187 users
    - Saving $21/seat per month; $3,927/month
  - 30 servers
    - Based on a 5-year rotation for servers:
      - $294,000/60 months; $4,900/month
    - Based on a 3-year rotation for desktops:
      - $184,382/36 months; $5,121.72/month
  - Total savings of approximately $10,000/month
The Sky Is Falling!

Reactive
- Wait until it breaks...then fix it!
- No time for root cause analysis

Proactive
- Early alert to problems before they happen!
- Saves $$$
- Improves up-time

“Break-Fix”

Managed Services
Delivery Models

Premise

Cloud

Hybrid

- Some components in the cloud
- Some components continue to be premise based
Common Premise Based IT Environment

Expensive in time and resources to install and maintain!

- 3 - 4 year refresh cycle for PCs
- 4 – 5 year refresh cycle servers
- Reoccurring software license fees
- Insufficient skill level of IT staff
- Lacks adequate backups & security
- Slow restoral of critical business processes after a disaster
How does it work for City of Decatur?

*There is Cloud...and then there is Cloud!*
City of Decatur Hosted Solution with VC3

Hosted Desktop IT Solution

Enterprise Class Data Center

WAN/LAN
City of Decatur Cloud Solution with VC3

**Hosted Desktop IT Solution**

**Enterprise Class Data Center**

- Mouse Movements
- Keyboard Strokes
- Pixel Changes

WAN/LAN
City of Decatur Cloud Solution with VC3

**Aggregated Cloud IT Solution**

Any User Device...Any Where

- **Cloud Aggregator**
  - Local Server/Desktop
  - Community Cloud
  - SaaS
  - SaaS
  - Private Cloud
  - Office 365

**Office 365**

- Providing IT Excellence for 20 years
Delivery Model - *Cloud*

- **Partner provides** the servers
- **Partner provides** the desktop devices
- **Partner provides** the storage
- **Partner provides** the file backup, and disaster recovery
- **Partner maintains** your environment 24x7

- **You only pay for what you need**
- **Little to no up-front capital cost**
- **Scale up/down much more quickly**
Why Cloud Based Desktop?

- **Never purchase** a PC or server again
- Cloud desktop access to all your apps from **ANY device from ANY location**
- Utilize **more reliable** and powerful computers
- **Eliminate** unplanned technology expenses
- Built-in disaster recovery and business continuity

*Focus on core competency...not IT infrastructure!*
Let’s see the survey results

What concerns you the most about using the cloud?

How is your organization’s IT serviced today?
Your Homework

Do you have a plan and a partner?

• Where is your organization on the IT Continuum?

• Does your current IT meet the needs of the organization?

• How can I address my concerns about the cloud?

• Do you have a strategic plan to transition to the next IT stage?
Thank You!

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