Enterprise Software as a Service

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Discussion Points

- Introduction

- Local Government Business and IT challenges

- Why customers are considering SaaS

- Why TechnologyOne Cloud for Financials

- On premise vs cloud costs

- Business Case for Cloud

- Transition-In Planning

- Reference sites

- Q & A

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There are a host of challenges that local government are currently facing including;

- Rethinking revenues
- Restructuring labour relations
- Citizenship and participative governance
- Rapidly evolving technologies and socio- economic demographics
- Forming new partnerships
- Cost reduction / avoidance
- Risk Management & Avoidance
- Productivity & Business process improvements
- Improve Services to members
- Remain relevant to constituents

Risk Avoidance

Revenue & Service Delivery

Cost Savings

Productivity & Process Improvements

Why customers are considering SaaS

- Cost of internal IT

- Skills; lack of resources; constant cost of retraining

- Insurance cover (NZ)

- Business Continuity Plan

- Meet audit requirements

- Moving buildings & cost of real estate

- Ongoing cost of upgrades

- Security

- M&A / Amalgamations / De-amalgamations

- Poor hosting experience; finger pointing; performance issues

- Mobility – functional enhancements in Ci Anywhere

- Access from anywhere (URL); Any device; Anytime

- IT can't cope with change
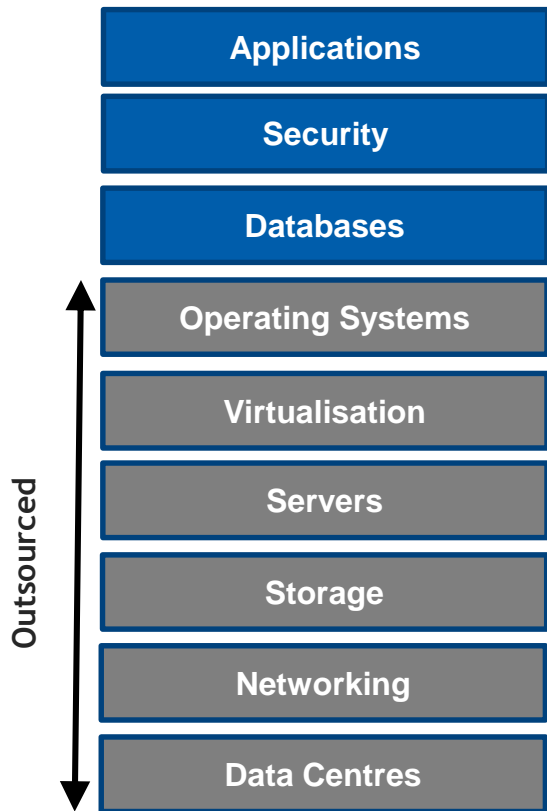
- Ongoing capex and depreciation costs
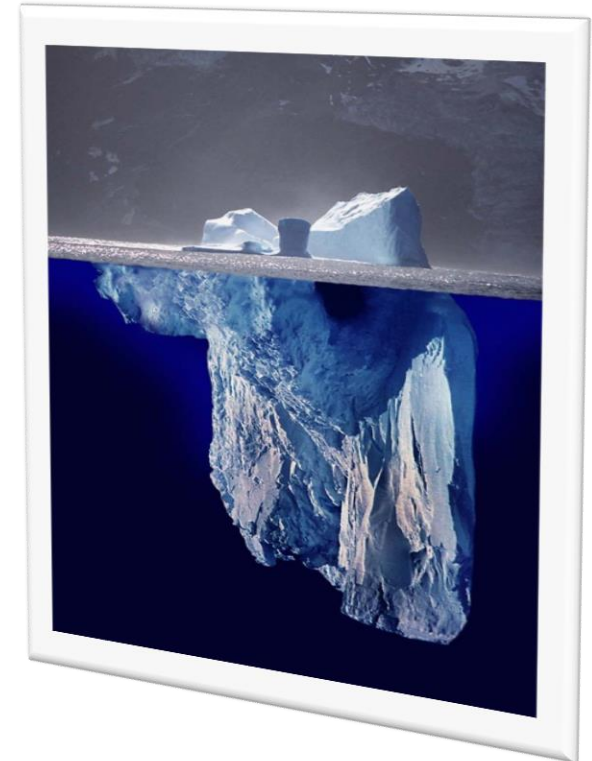
Hosting sounds attractive BUT …

- It's really only solving staffing problems

- Technical – still involved with software and hardware compatibility

- Still have multiple suppliers who blame each other

- Need to forecast growth and supplier will buy capex

- Hosting is last resort – only when you can't find SaaS

Why Enterprise SaaS
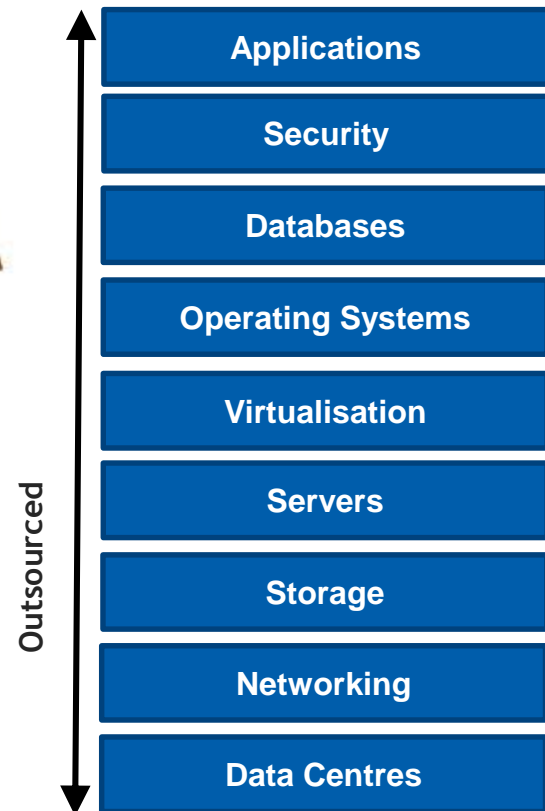
IaaS

Applications
Security
Databases
Operating Systems
Virtualisation
Servers
Storage
Networking
Data Centres

Outsourced

Enterprise SaaS

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Security
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Outsourced

On premise vs SaaS costs

1) Hardware

Servers	210,407	-	-
Storage	108,394	-	-
Racks	9,000	-	-
UPS	13,760	-	-
Cabling	-	-	-
Networks	106,648	-	-
Backup HW	216,659	-	-
Physical Security	-	-	-
Refresh Requirements	-	-	-
End of Life Disposal Costs	-	-	-
Other	-	-	-
Sub Total	**664,868**		-

2) Software

ERP System	2,064,069	2,064,069	-
Virt & OS	91,157	3,448,735	-
Database	518,902	-	-
Anti-Virus	34,394	-	-
Microsoft Licensing	361,250	-	-
Proxy Servers	3,975	-	-
Citrix	116,154	-	-
Management	87,956	-	-
Backup	135,389	-	-
Logging	-	-	-
Monitoring	-	-	-
Audit	-	-	-
Security	-	-	-
Other	74,228	-	-
Sub Total	**3,487,473**	**5,512,804**	-

3) People

Database Administrators	558,293	131,446	-
System Admin	948,138	111,616	
Network Engineers	558,279	-	-
Security Management	-	-	-
Contractors	-	-	-
Consultants	-	-	-
Other	-	-	-
Sub Total	**2,064,710**	**243,063**	

4) Management

OnCall	59,462	-	-
Upgrades	105,121	-	-
Patches	29,816	-	-
Security Testing	-	-	-
System Administrators	-	-	-
Environments	-	-	-
Training	119,456	-	-
Change	-	-	-
Other	-	-	-
Sub Total	**313,855**		-

5) Disaster Recovery

Premises	456,563	-	-
Servers	210,407	-	-
Storage	156,874	-	-
Virt, OS & DB SW	623,851	-	-
Backup HW	146,639	-	-
Failover Testing	-	-	-
Data Integrity	-	-	-
Data Security	-	-	-
Other	-	-	-
Sub Total	**1,594,334**	-	-

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TechnologyOne Cost Savings

COST SAVINGS

- Starting IT cost
- Operating: -1.2M
- Depreciation: -1.0M
- Payroll: -800K
- SAAS: +1.5M
- Ending IT costs

The Value Map for SaaS

Indirect (Soft)

Direct (Hard)

Risk Avoidance

Revenue & Service Delivery

Cost Savings

Productivity & Process Improvements

Tactical → **Strategic**

Cloud Service Summary
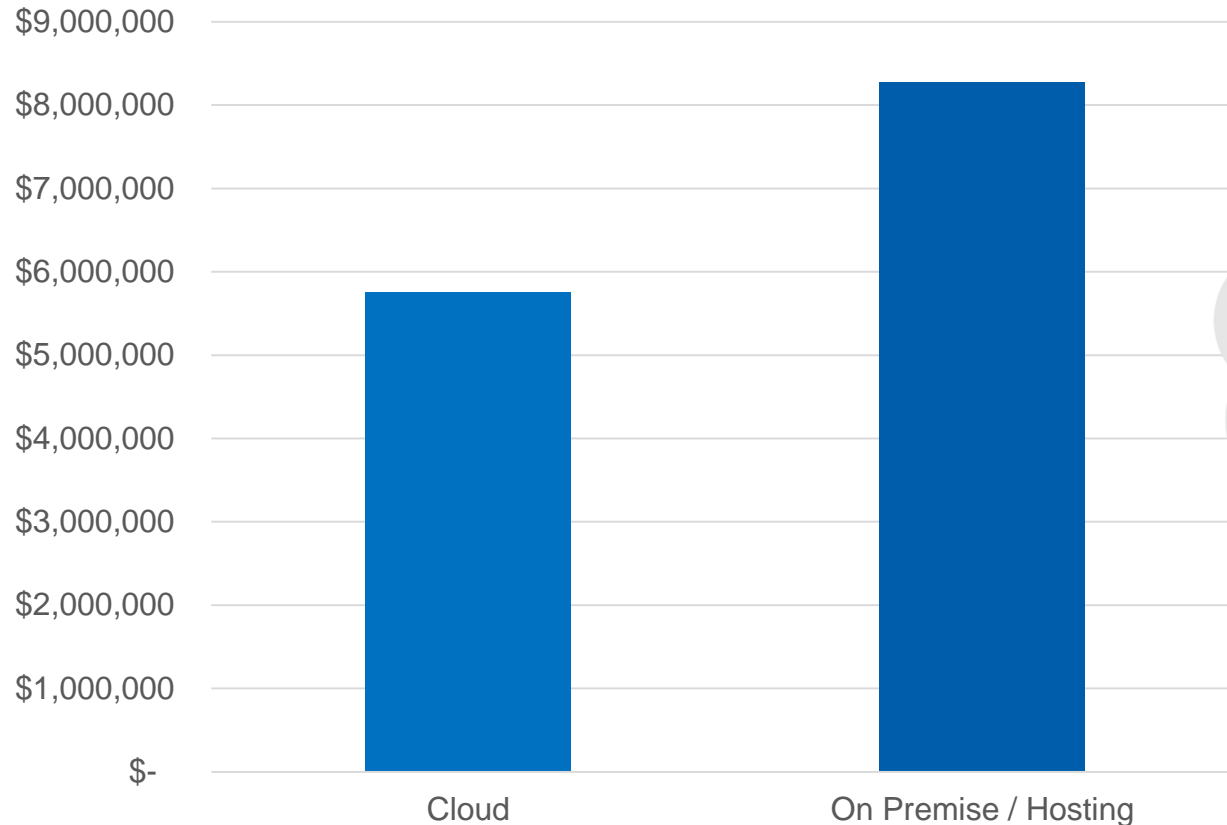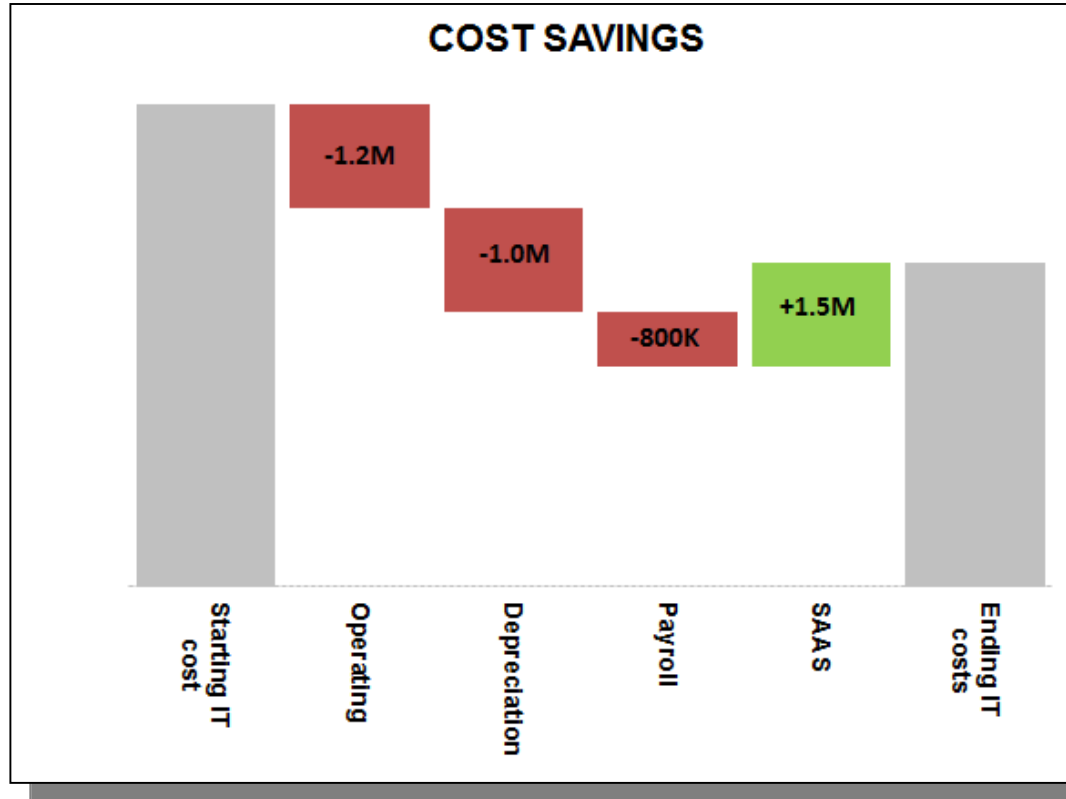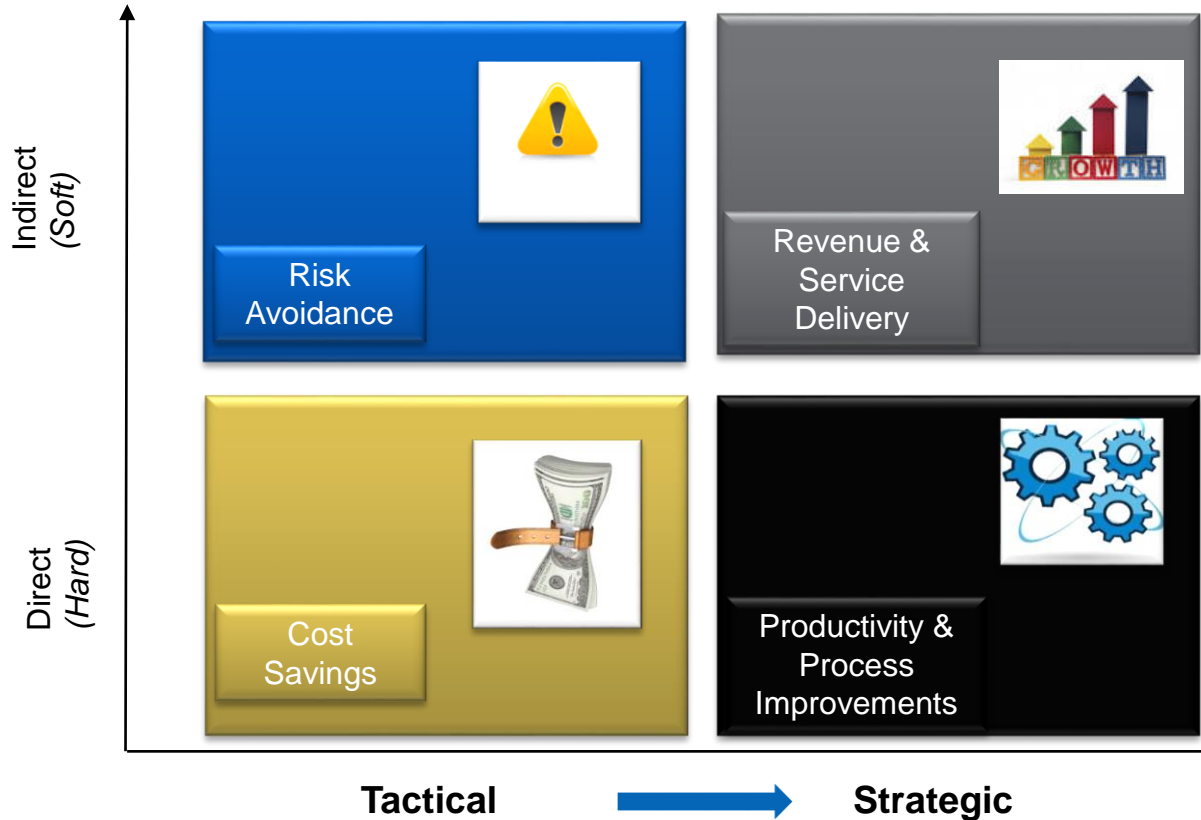
- Transition-In service including integration

- Ongoing environment monitoring, support, upgrades and maintenance

- HA environment & disaster avoidance; distributed across 2 geographically separated data centres

- Comprehensive anti-virus regime, including real-time scanning

- Environment sized for the licensed TechOne applications only

- Production and Test with dedicated database schema, ensuring DB separation and privacy

- URL access to the cloud

- Storage space to support the TechOne product suite

Key Considerations

- Cloud Transition Strategy (Current-state & Future-state)

- Executive buy-in & sponsorship

- Data Sovereignty & Privacy

- Integration and interfaces

- SLA

- Transition in/out plan

- People (retrain, redeploy; Restructure)

- UAT & Training

- Security

State-of-the-art, military grade security

- Encrypted traffic at all levels
- Defence-in-depth architecture
- ISO27001 & ISAE3402 certification

Each customer has their own database, software and servers, with control over

- When to take software updates
- Who has access to environments
- Local download of database backups

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Simplify your IT
a few vendors – Software-as-a-Service first

Future proof
vendors keep up with technology and are invested to provide a faster and better outcome

Just in time
consume only what you need, when you need

Empower teams
devolve IT back to the business

Save 30%+ on costs

Government of **Western Australia**
Department of **Water**

Work Solutions MTC
Targeting your employment needs

Tourism
WESTERN AUSTRALIA

Small Business Development Corporation
GOVERNMENT OF WESTERN AUSTRALIA

NOOSA COUNCIL

pepper

IT ALL STARTS HERE,

PCYC

AsureQuality

Tourism and Events Queensland

ROYAL FLYING DOCTOR SERVICE
OF AUSTRALIA
(QUEENSLAND SECTION)

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Enterprise Software as a Service

We take care of everything

We build the software
and run it for you

We invest millions each year to make the
TechOne Cloud better for our software

Focus on your business, not
the technology

TechnologyOne
Cloud
Enterprise software as a service