and now the rest of the story by ...................... Conrad Cross
Chief Information Officer
City of Orlando
Orlando becomes one of first cities in country to switch to Google e-mail

Orlando City Hall is gaga over Google.

In a multimillion-dollar move being watched by government agencies across the country, Orlando this week became one of the first cities in America to switch all of its employees to Google e-mail.

The implications are vastly bigger than simply changing the icon that Orlando workers click on their computer desktops.

For city officials, it means cutting annual e-mail costs by two-thirds, saving taxpayers an estimated $262,500 a year.

For Google, the deal provides another toehold in the $20 billion-a-year market for office software. For years, that market has been dominated by Google's archival Microsoft and its Office software, including Outlook, Word, Excel and PowerPoint. In contrast, Google doesn't rely on software saved on users' computers but is a so-called "cloud computing" system in which applications are Internet-based and run on remote Web servers.

With government budgets squeezed, Google hopes other cities will follow Orlando into the "cloud."

"The contract with Orlando is very important to us," said Michael Lock, vice president of sales in America for Google Enterprise. "They're going to be on the leading edge of doing this, not the bleeding edge. It's not the biggest contract, but Orlando is a very well-known city."

Orlando will no longer need the City Hall servers it uses to run its current Lotus Notes e-mail system, or pay for the electricity those servers consume, the extra data storage to archive employee mail or the two network administrators who oversee it. "It made more sense to me given my budget. I had to look at a different way of doing business," said Chief Information Officer Conrad Cross, whose IT department was whittled from 84 workers to 69 this year.

If Orlando were to keep its current system, city officials estimate it would cost $133 a year for each of its 3,000 employees — or $399,000 — including annual software licenses. Google is charging $45.50 per user, or $136,500. In return, everyone from city planners to police officers will use a Web-based e-mail system similar to Google's popular Gmail, but without the advertisements that support the free consumer version. Google servers will store all city e-mail and run the application, and Google technicians — not city employees — will make sure it runs smoothly.

"The costs and IT support are someone else's nightmare, and that's what we're paying for," Chief Financial Officer Rebecca Sutton said.

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Besides, Cross said, the city last year contacted other e-mail providers, including Microsoft and IBM, about moving to the cloud.

"They gave us pricing that couldn't compete with Google," he said.

Mark Schlueb can be reached at mschlueb@orlandosentinel.com or 407-420-5417.
City of Orlando Email environment - Overview

3,000 employees
  2,000 General admin & Fire
  1,000 OPD staff
12 City Departments
 Lotus Notes - Mail, Calendar, Contacts
 Sametime - Instant Messaging
 Symantec - Virus Protection
 Proof point - Spam Filtering
 Internet Explorer Browser (ver. 7)
 MS Word/Power point/Excel

2 IBM AS/400
  1 Blackberry Enterprise Server (BES)
  268 blackberry devices
  1.5 Mail Administrator
 No Centralized Document Storage
 100 Megabytes storage (per mailbox)
 No Electronic discovery Application

Decisions Factors (Business Drivers)
Aging Hardware
License renewals
Notes administrators retired
Insufficient mailbox storage
Lack of Centralized Archiving solution

Budget Cuts
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<table>
<thead>
<tr>
<th>Category</th>
<th>Cost Factors</th>
<th>QTY</th>
<th>Previous 3-year Costs</th>
<th>Plus Additional 2-Year Estimated Costs</th>
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<tbody>
<tr>
<td><strong>Hardware</strong></td>
<td>Servers, Operating Systems, Data Center Costs, Power</td>
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<tr>
<td>Servers</td>
<td>iSeries (CHLOTUS, PSLLOTUS)</td>
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<td>Server Application</td>
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<td><strong>Client Software</strong></td>
<td>Client-installed Software, Maintenance</td>
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<tr>
<td>Client Application</td>
<td>Lotus Notes With Collaboration</td>
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<td>$317,498.50</td>
<td>$435,159.77</td>
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<tr>
<td><strong>Storage</strong></td>
<td>Storage, Redundancy, Power</td>
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<td>Storage</td>
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<td>Redundancy</td>
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<td><strong>Message Filtering</strong></td>
<td>Installed Filtering Hardware or Filtering Device</td>
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<td>ProofPoint Anti-SPAM Solution</td>
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<td>Archiving Monthly Costs</td>
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<td>Proposed Intradyne Email Archiving Solution</td>
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<td>Annual Price per User (3000)</td>
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<td>$121.60</td>
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2,000 General admin & Fire
1,000 OPD staff
$50/user/year

Google Apps
- Mail, Calendar, Contacts
- Word Processing
- Presentation
- Spreadsheet
- Instant Messaging/voice/video chat
- Video for business
- Sites
- Virus Protection
- Spam Filtering
- Encryption

OP/Ex not Cap/Ex

Hosted on Google servers

Minimum Administration

Centralized Document Storage

Supports many Mobile devices

25 Gigabytes storage

Electronic discovery in May 2010

Other Google tools
- Chrome Browser
- Youtube