

&



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 going 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 foothold 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.

A half-dozen Google techs scurried around City Hall on Thursday and Friday, trying to make sure the transition went smoothly.

Orlando's contract includes Google Docs, which includes word-processing, spreadsheet and presentation software meant to compete directly with Microsoft Office. But Cross said the city will stick with Office for now to avoid the expense of retraining employees.

Thousands of businesses and universities have switched to Google, according to the company. But so far, few cities other than Orlando have.

Los Angeles became Google's crown jewel in October, when that city approved a \$7.25 million e-mail contract with the Internet giant, but Los Angeles has not yet moved its 30,000 employees to the Google system.

Google cited its deal with Orlando, which had already been signed, in its pitch to Los Angeles.

The vote there culminated a yearlong battle between Google and Microsoft, whose lobbyists warned that Google wasn't ready for the security implications of handling public e-mail for such a large work force.

Lock said Google will archive Orlando records, which must be kept and accessible under state public-records law, in "super-secret data centers."

And Cross said he's confident city records, including sensitive law-enforcement and legal documents, will be safe from loss or cyberattack. Google has greater security resources, from people to money, than Orlando could muster on its own.

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](mailto: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



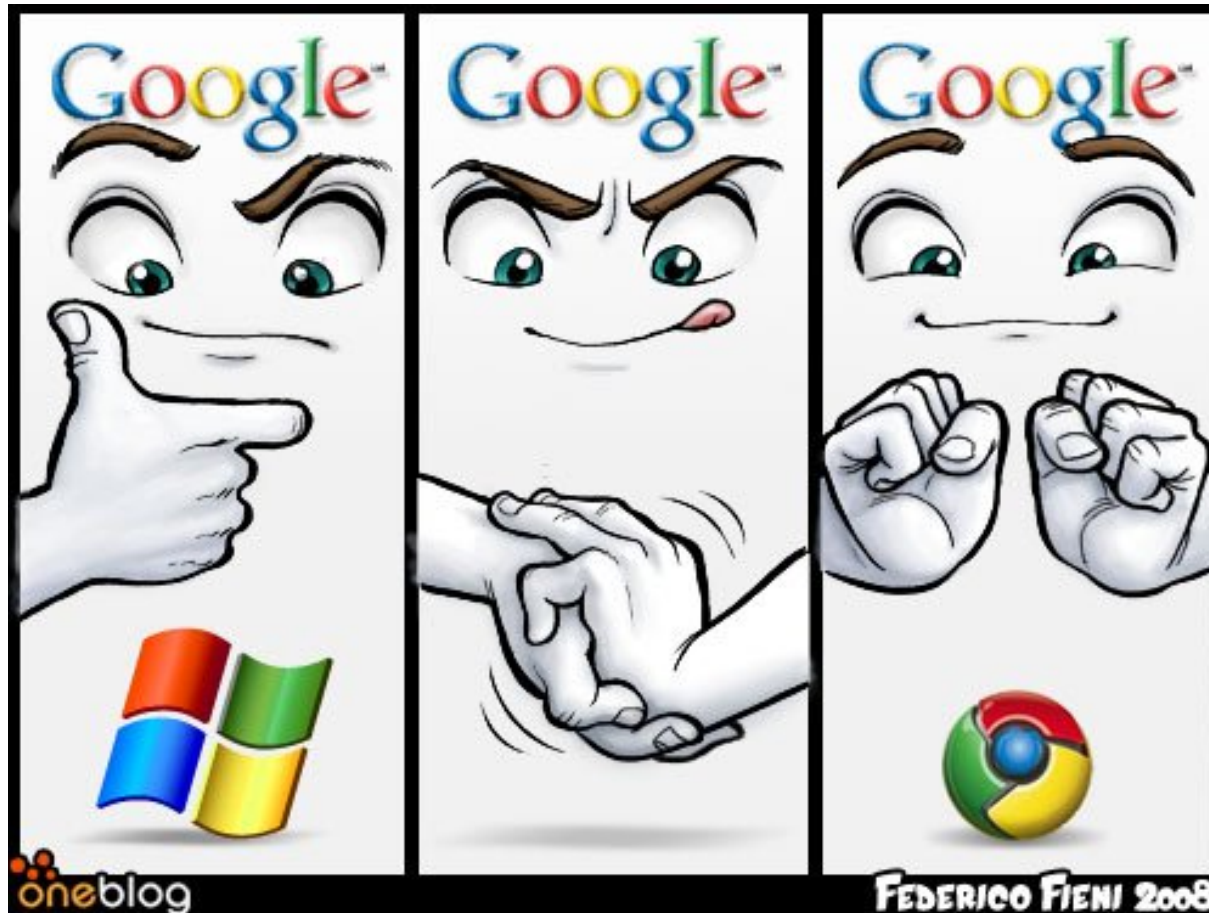
**Orlando becomes one of first cities in country to switch to Google e-mail**  
Orlando City Hall is gaga over [Google](#).



Opportunity



Research



## The Process

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## Lotus Notes Email Costs

Category	Cost Factors	QTY	Previous 3-year Costs	Plus Additional 2-Year Estimated Costs
<b>Hardware</b>				
Servers	Servers, Operating Systems, Data Center Costs, Power			
	iSeries (CHLOTUS, PSLOTUS)	2	\$ 66,454.72	\$ 110,757.87
OS	OS/400	2	\$ 24,474.04	\$ 40,790.07
Server Application	Domino	2	\$ 3,350.00	\$ 5,583.33
Power		2	\$ 3,104.40	\$ 5,174.01
<b>Client Software</b>				
Client Application	Client-Installed Software, Maintenance			
	Lotus Notes With Collaboration	3034/3300	\$ 317,498.50	\$ 435,159.77
<b>Storage</b>				
Storage	Storage, Redundancy, Power			
			\$ 1,083.50	\$ 1,805.83
Redundancy			\$ 14,418.20	\$ 18,168.20
Power				
<b>Message Filtering</b>				
	Installed Filtering Hardware or Filtering Device			
	ProofPoint Anti-SPAM Solution	3	\$ 65,108.54	\$ 97,513.62
	Symantec	3000/3300	\$ 115,863.00	\$ 161,469.00
	Symantec Server Hardware(PC Distribution)	1	\$ 5,500.00	\$ 9,166.67
	Symantec Server Power		\$ 12,026.19	\$ 20,043.65
<b>Message Archiving</b>				
	Archiving Monthly Costs			
	Proposed Intradyn Email Archiving Solution			\$ 82,955.00
<b>Mobile Messaging</b>				
	Mail Delivery and Administration			
<b>Hardware</b>				
	Blackberry Enterprise Server (BES)		\$ 3,280.00	\$ 5,466.67
	BES VM Server Power		\$ 2,294.56	\$ 3,824.27
<b>Client Licenses</b>			\$ 30,258.00	\$ 42,398.00
<b>Communications (Internet Services)</b>				
	Bright House Networks		\$ 16,335.00	\$ 29,099.40
	My Florida Network Internet Services		\$ 5,728.29	\$ 12,602.25
<b>Staffing</b>				
<b>Financing</b>				
	Administration for Hardware, Software, Storage, and Mobile	2	\$ 517,033.35	\$ 872,131.85
			N/A	N/A
	Cost of Financing Servers, Storage and Software		\$ 1,203,810.29	\$ 1,954,109.44
	Annual Price per User (3000)		\$ 133.76	\$ 130.27
	Annual Price per User (3300)		\$ 121.60	\$ 118.43

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## E-Mail in the Cloud Saves Money

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## Official Google Enterprise Blog

A blog about enterprise information, search, apps, and the users that live there.

### Governments Gone Google

Tuesday, November 10, 2009 at 2:30 PM

It's not often in life that we can get more for less. But that's just what cloud computing is offering cash-strapped governments across the country: an opportunity to upgrade their dated infrastructure to state of the art, and save money in the process.

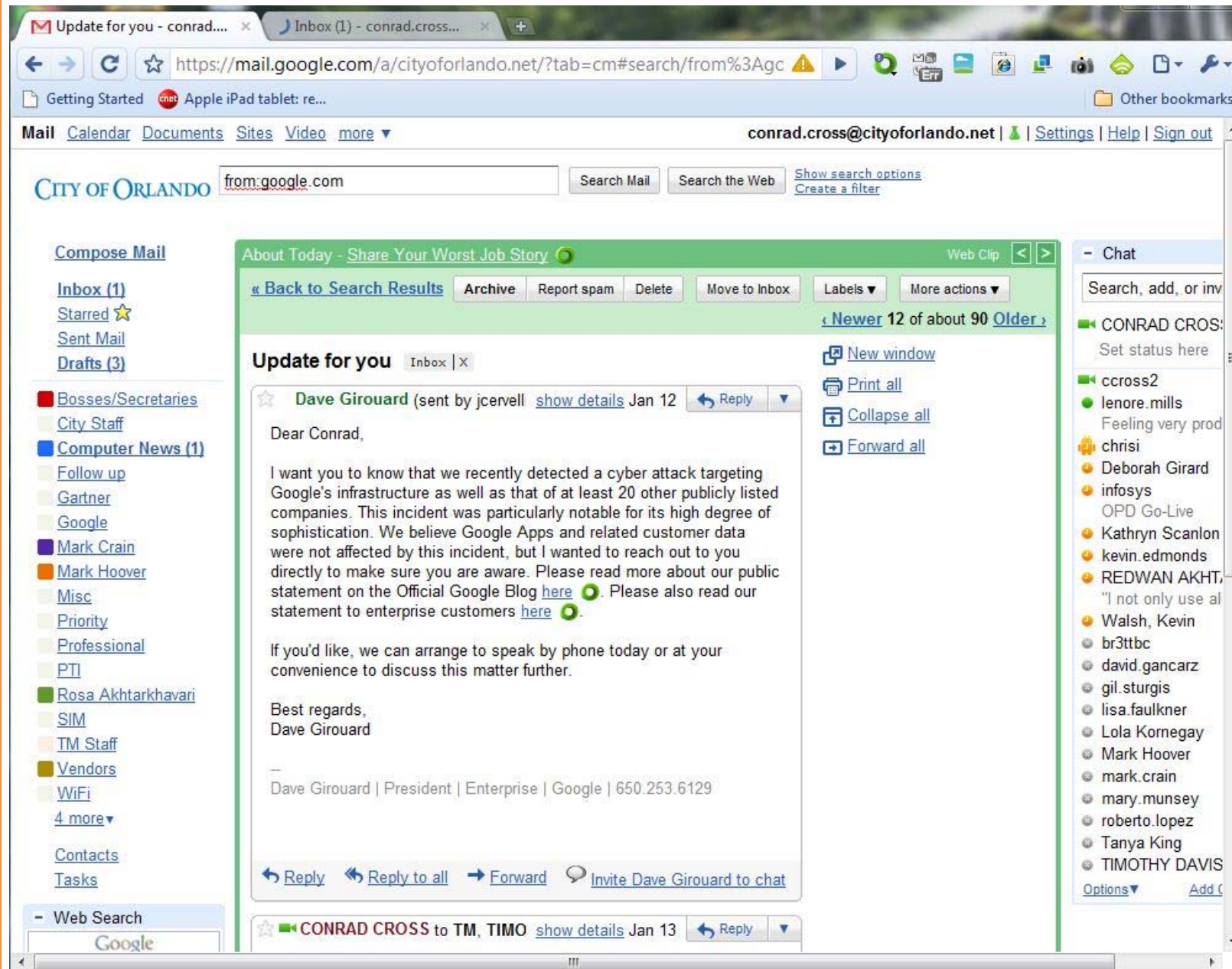
That was the appeal of Google Apps to Conrad Cross, the CIO for the City of Orlando. Conrad is leading the migration of all 3,000 city employees from Lotus Notes/Domino to Google Apps, including the Police and Fire departments. Facing software license renewals, major upgrade costs, and a 12% reduction in staff, it was the right time for the City to consider other options. For half the cost of the alternative, Orlando is jumping onto Google's innovation curve and freeing up IT resources to focus on more important efforts. "The time was right," said Cross. "I'm delivering a better service with less resources, and that gets me ahead of the game." Just down Interstate-95, the 11th largest school district in the US, Palm Beach County, is also moving its more than 200,000 students, staff and other users to Apps.



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## City of LA Moves Email to Google's Gov-Only Cloud

Nancy Scola | October 29, 2009 - 8:45am | 1 comment | Email This!

Here's a deal that U.S. CIO **Vivek Kundra** is likely watching closely: the city of Los Angeles, reports InformationWeek, has just signed a contract to move 30,000 of its employees from a Novell email service to **Google Apps-based email**. The city estimates that the plan, \$7 million at signing, will save the municipality \$5 million over the next five years. Leaving aside the vagueness surrounding what "cloud computing" is, exactly, Kundra has been **extolling** the merits of moving government to the clouds. Google brings to the table rather enormous server farms all over the world, but storing government information in scattered bits and pieces raises security and reliability concerns — especially after the recent **SideKick debacle**. Don't worry, says Google. This might be cloud computing, but it's a private cloud with a chain-link fence



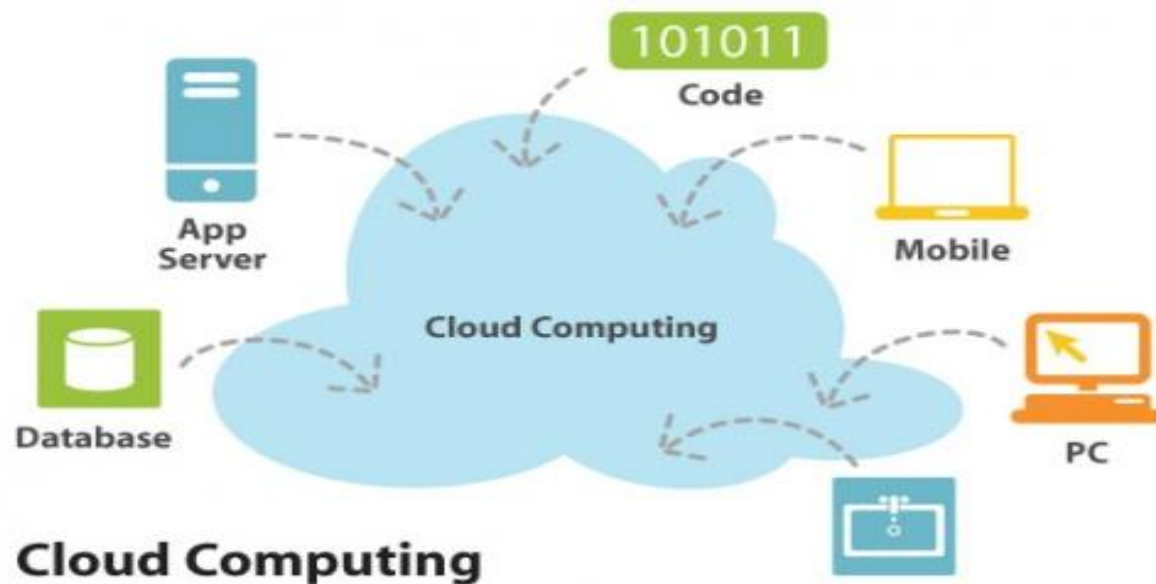
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- Mail, Calendar, Contacts
- Word Processing
- Presentation
- Spreadsheet
- Instant Messaging/voice/video chat
- Video for business
- Sites
- Virus Protection
- Spam Filtering
- Encryption

Other Google tools

- Chrome Browser
- Youtube

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