



HOSTED APPLICATIONS TURN IT FROM TROUBLESHOOTERS INTO INNOVATORS

OVERVIEW

The pressure on government organizations is daunting as they are being asked to do more with fewer dollars. They are being challenged to guide strategic Information Technology (IT) initiatives, create new platforms to support innovation, and stay on top of mobile devices and emerging technologies.

Consider this. Sixty percent of public safety agencies plan to invest in broadband communications by 2014 despite overall budget concerns. Four in 10 government IT leaders intend to jettison legacy equipment in favor of cloud technology services in the next two years.¹ Yet too many IT budgets are being held hostage by existing system maintenance and operations – with a whopping 70 percent identified in the public sector.²

Government CIOs are wondering how to best utilize resources and move their IT staff away from day-to-day application maintenance, so they are free to address the innovations that will help government enterprises deliver better services to their constituents. They are seeking cost-effective ways to bring greater efficiencies and improve productivity for their operation. In fact, improving business process and efficiency is a top priority for 69 percent of business leaders this year.³

IF YOU'RE A GOVERNMENT IT LEADER, HOW DO YOU MAXIMIZE YOUR RESOURCES AND MANAGE DAY-TO-DAY MAINTENANCE WITH SHRINKING BUDGETS?

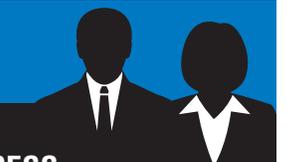
WHAT CAN YOU DO TO PUSH AHEAD WITH NEW TECHNOLOGIES AND SERVICE DELIVERY OPPORTUNITIES WHILE LOWERING COSTS?

60% OF PUBLIC SAFETY AGENCIES PLAN TO INVEST IN BROADBAND COMMUNICATIONS BY 2014

40% GOVERNMENT IT LEADERS INTEND TO JETTISON LEGACY EQUIPMENT IN FAVOR OF CLOUD TECHNOLOGY

70% OF IT BUDGETS ARE TIED UP BY EXISTING SYSTEM MAINTENANCE AND OPERATIONS

69% OF BUSINESS LEADERS SAY IMPROVING BUSINESS PROCESS AND EFFICIENCY IS A TOP PRIORITY





GOVERNMENT IS EXPERIENCING THE MOST PRESSURE ON IT BUDGETS COMPARED TO OTHER KEY INDUSTRIES⁴

OVER **68%** OF ORGANIZATIONS REPORT THEIR IT BUDGET HAS BEEN CUT DUE TO ECONOMIC CONDITIONS⁴

MAINTAINING APPLICATIONS IS HINDERING INNOVATION

The convergence of technologies across public safety means IT must shift their focus to turn the information flowing into their networks into intelligence, and turn that intelligence into creating safer cities and thriving communities. Since nearly three-quarters of IT budgets are consumed managing and maintaining current applications, IT teams have limited resources and little time to focus on anything else.

It is a juggling act for IT departments to manage all their complex technology and delve into next generation projects. And it is a balancing act for government CIOs to cost-effectively maintain their current systems while driving game-changing innovations.

HOW DO YOU FREE UP IT TO FOCUS ON CREATING THE INNOVATIONS YOUR ORGANIZATION NEEDS TO TAKE YOUR INITIATIVES TO THE NEXT LEVEL?

THE SKILLS GAP IS INCREASING AND IMPACTING SERVICE

As your organization's technology grows in complexity and scope, so does the need to constantly gain and renew specialized skills. From operating systems to remote access, the list of proficiencies your IT teams must acquire to keep pace is proliferating.

While the list is growing, so is the loss of qualified personnel. In Massachusetts, 40 percent of the IT workforce is retiring in the next five years; in Nevada, it's up to 50 percent; and even the State of Alabama is putting an incentive plan in place to defer retirement for ten years.⁵

The skills gap is so pervasive, 93 percent of employers acknowledge it among their IT staff and 80 percent believe their business has been affected by it. Nearly 50 percent are convinced that changing technology is the main reason for the IT skills gap.⁶

EVER-CHANGING TECHNOLOGY REQUIRES AN EVER-CHANGING SET OF SPECIALIZED SKILLS.

HOW DO YOU KEEP UP WITH THE LATEST TECH TRENDS SO IT STAFF CAN LEVERAGE THEIR VALUABLE CORE COMPETENCIES?

LOSS OF QUALIFIED IT WORKFORCE

MASSACHUSETTS

40% RETIRING IN THE NEXT 5 YEARS

NEVADA

50% RETIRING IN THE NEXT 5 YEARS

ALABAMA

PLAN TO DEFER RETIREMENT FOR **10** YEARS

93% OF EMPLOYERS ACKNOWLEDGE A SKILLS GAP AMONG THEIR IT STAFF

80% BELIEVE BUSINESS HAS BEEN AFFECTED BY IT

50% SAY IT'S DUE TO TECHNOLOGY

MORE APPLICATIONS MEAN MORE COMPLEXITY

Like many organizations, you are managing applications across an entire fleet of devices. Your responders may be relying on a whiteboarding application to monitor their team in real time as they make their way through a burning building. Your incident command may be seeking a personnel accountability solution to monitor the status of each firefighter on the fireground. Or your staff may be insisting on bringing their personal devices to work as the Bring Your Own Device (BYOD) trend takes hold.

HOW DO YOU MAINTAIN CONTROL OVER ALL YOUR APPLICATIONS AND DEVICES WITHOUT INCREASING COST? HANDLE UPDATES AND SECURITY? INTEGRATE APPLICATIONS ACROSS DIFFERENT TYPES OF DEVICES?

FREE YOUR IT STAFF TO FOCUS ON IMPROVING SERVICES AND DELIVERING EFFICIENCIES

The challenge for government IT leaders is clear: to improve service delivery while lowering costs. Rather than asking their IT departments to perform unproductive heroics, CIOs are looking outside their time-crunched, skills-strapped organizations to tap into third-party resources.

They're relying on expert support, proven resources and specialized skill sets to keep complex applications running flawlessly. By shifting the burden of applications management to a trusted external team, they can eliminate support headaches, speed up response time 24/7/365 and free talent to tackle more strategic IT projects.

By leveraging application experts who implement best practices, government CIOs can streamline operations and improve efficiencies. Their enterprise realizes the benefits – comprehensive support, customized solutions, enhanced accountability and predictable cost – so they can concentrate on the objectives that matter most.



86% SAID
POLICE OFFICERS IN THEIR PRECINCTS USE THEIR OWN CONSUMER-GRADE DEVICES FOR WORK-RELATED ACTIVITIES⁷

GET A HOST OF BENEFITS WITH HOSTED APPLICATIONS

IT leaders are being asked to implement, deploy and manage complex mission critical application systems with aggressive timelines and advanced skills they may not possess. And IT staff often don't have the time, technology or training to stay current with security issues like vetting and patching or network activities such as software and hardware refreshes.

Hosted applications help IT departments focus their resources with laser-precision on what's next and what's needed most. Now IT can quickly realize the benefits of application technology with minimal upfront capital investment. Staff can stay current through technology refreshes and be deployed where they are needed most – to strategic IT projects.

The hosting provider rapidly deploys and manages complex mission critical application systems in a secure data center that is highly reliable and expertly managed. As a result, applications are available 99 percent of the time and incidents are resolved in the first few hours.⁸

99%
OF THE TIME
HOSTED MISSION CRITICAL
APPLICATIONS ARE AVAILABLE
ENSURING INCIDENTS ARE RESOLVED
IN THE FIRST FEW HOURS



WHITE PAPER

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LOOK OUTSIDE THE OFFICE TO LOWER COSTS

Maintaining applications is becoming more complex. The cost of implementing, managing and maintaining them is becoming more unpredictable. Business priorities are changing to stay ahead of technology and the quality of services must be improved despite budget fluctuations.

What can you do to accomplish it all?

Look to a trusted external partner to holistically review your infrastructure and applications. They will ensure your current applications are running smoothly with proactive, adaptive, preventive and corrective maintenance. They can complement and enhance the skills and expertise you have in-house.

A hosted application provider can help reduce your system downtime and position you to adapt to new technology. You'll have access to expert resources to help you sustain a more nimble operation at a predictable monthly cost. By turning over the day-to-day management and maintenance to an expert provider, you can focus your resources where they are best utilized.

CREATE GAME-CHANGING INNOVATIONS

With hosted applications, you can maximize the significant investment you made in your infrastructure, from capital to personnel to technology. And you can strike the right balance between decreasing IT management and maintenance costs and increasing the funds for transformational initiatives.

For government CIOs, hosted applications enable you to keep your eye on the prize: creating important innovations that increase services for your citizens and lower costs for your government enterprise.

SOURCES

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4. "IT Priorities 2012 – United States", ZDNet, CBS Interactive
5. State CIO Panel at National Association of State Technology Directors, Baltimore, MD, August 28, 2012
6. State of the IT Skills Gap, CompTIA, February 2012
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8. Motorola Solutions Customer Service Response APS Agreements, 2012

To see how to turn IT troubleshooters into innovators, visit
motorolasolutions.com/services/government.

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