

How to get better value from your ICT

Welcome

- 13.30 Registration and refreshments
- 14.00-14.45 Co-Operative Systems – *Chris Harris*
- 14.45-15.05 Danwood - *Gary Day*
- 15.05 -15.35 Refreshment break
- 15.35 -16.20 Class Telecommunications – *Jonathan Levy*
- 16.20 -16.30 Summary and Q&A



“How to get better value from your IT”

Christopher Harris
Co-Operative Systems



About Us

- Over 20 years experience
- Based in Vauxhall, London
- Specialist in IT for Third Sector
- Able and Accredited
- Work with up to 200 organisations in a year
- Daily responsible for some 200 servers and 4000+ IT users
- Partner with very able Third parties to give total IT service

Anticipatory
Transparent
Quality
Value

-“Enablers”



Content

- A Changing Picture
 - New Technologies
 - Move from CapEx to OpEx
- Identifying overall cost of ownership and hidden costs
- What can save you money?
- Sensible budgeting and typical costs
- Why Outsource?



A Changing Picture

IT gets wider & deeper

Drivers

- Technological Advances. Hardware more powerful, software more capable, cloud
- Economic Climate - More for your money
- Flexibility - Organisations need to be agile
- Technically savvy staff/ 'social networking' generation
- A highly competitive industry e.g.
 - HP/Dell/IBM
 - MS/Google/Cisco
 - Apple/Blackberry/Microsoft/Android

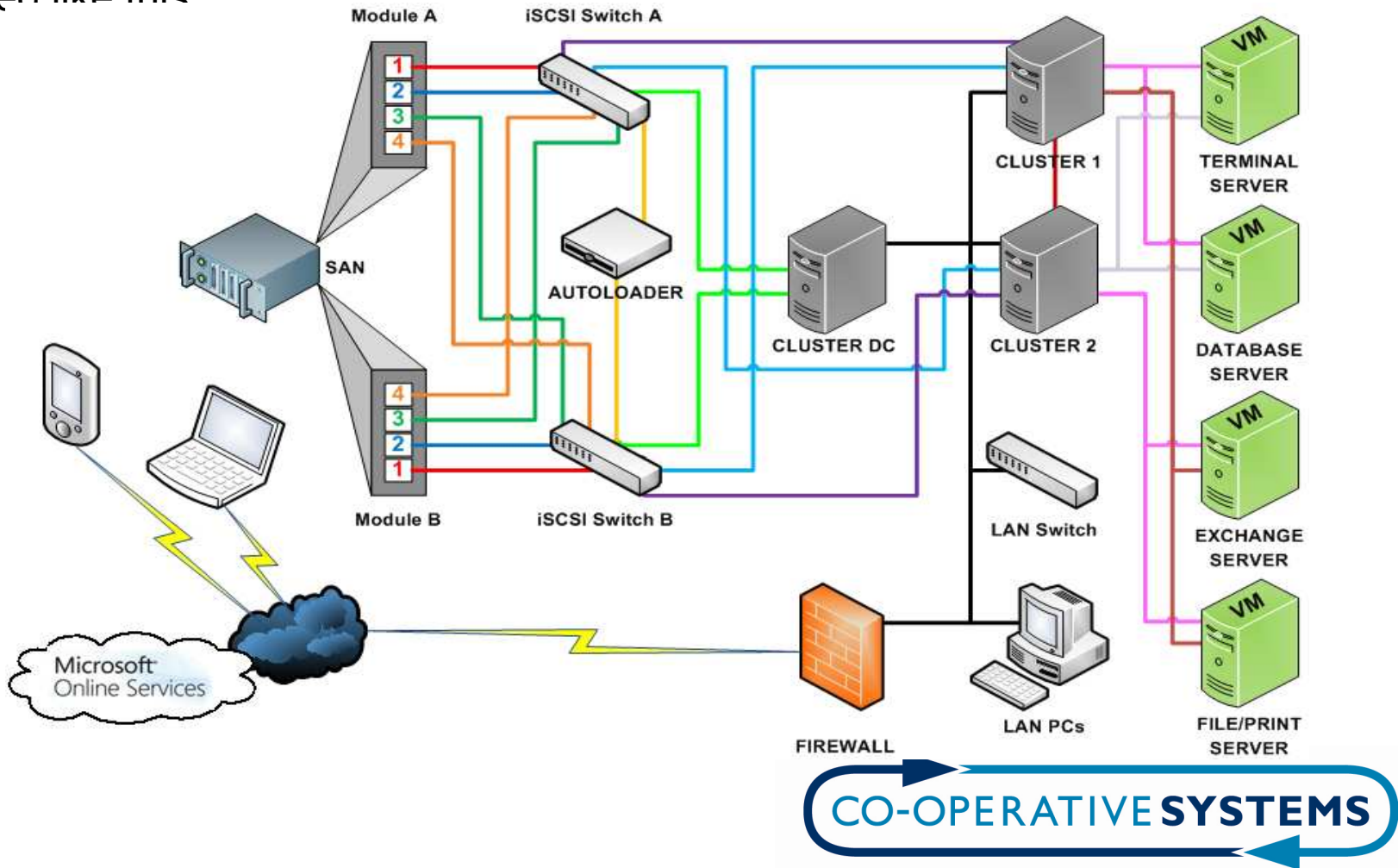
Consequences

- More new products and “ways of doing things” than at any other time
- New set of challenges – Decision making, implementation, support & maintenance



Network Evolution

Four years ago, your network probably looked like this:



Current Technologies

- Cloud Computing
- Storage
- Servers
- Virtualisation
- Latest from Microsoft
 - Windows 2008 R2 & Exchange 2010
 - Windows 7 & Office 2010
 - SharePoint
- Work Anywhere
- Mobile Devices
- Social Networking

Don't tie yourself up in knots!





Google
Apps

Cloud Computing



Microsoft®
Online Services

Hardware/Software hosted externally and delivered via the internet

Two broad categories

1. Infrastructure as a Service (IaaS)- Hosted servers/storage. Can be dedicated or shared

Example Providers

- Rackspace, 1& 1
- Rise, BT, Think Grid

2. Software as a Service (SaaS)– hosted software/applications. Usually shared platform

Example Providers

- Google Apps – Online Office Tools
- Salesforce - Customer Relationship Management
- Microsoft – Online Services (365)



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Microsoft®
Online Services

Cloud Computing

Google™
Apps

Considerations

- Changes traditional CapEx to OpEx
- Prolong life of current equipment by taking core roles off
- Flexibility, Standardisation, Access from anywhere
- Allows smaller organisations to use enterprise level applications
- Can be used in your DR strategy

But, you must do your homework...

- Are you getting the same functionality as an on premise solution?
- Reliant on internet connection and speed
- Thorough costs analysis
- It is a change in the way you work, so ensure this fits!

We're seeing development of hybrid networks, using cloud for different roles in conjunction with on premise networks.

Chances are, you are already using cloud services of some sort!

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Virtualisation

What is Virtualisation?

Allows Multiple Virtual Machines on one physical host, better utilisation of hardware resources

When would Virtualisation be used?

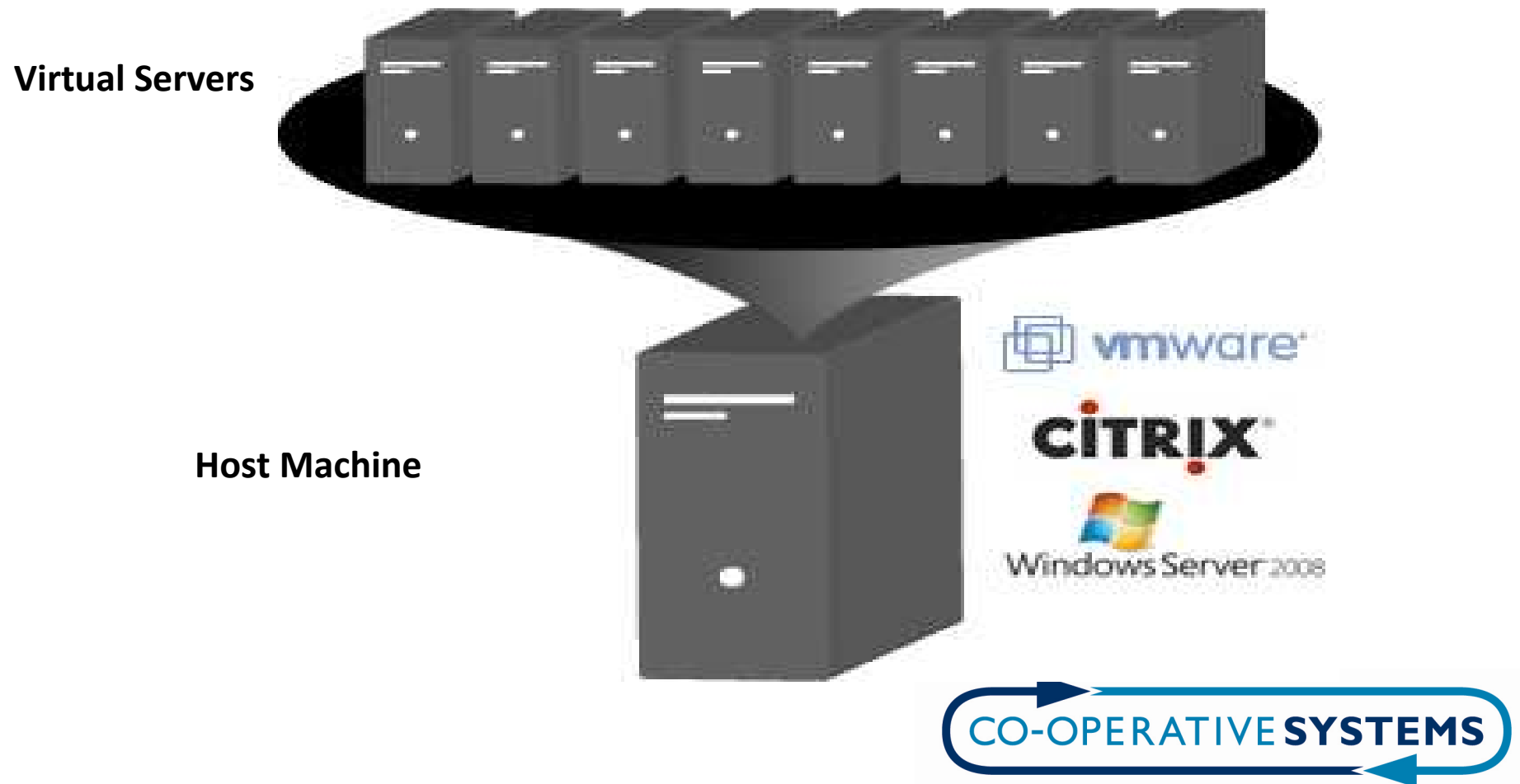
- Consolidation where traditionally different servers would be used
- Improved High Availability and Disaster Recovery options
- Retaining incompatible software

What are the benefits?

- Reduced costs – but need to look at ROI
- Server Consolidation
- Better Disaster Recovery options
- More flexibility for now and future



Virtualisation



Windows & Exchange

Windows Server 2008 R2

Four Areas of Improvement

1. Virtualisation
2. Management
3. Web
4. Scalability & Reliability



Exchange 2010

Three Main Areas of Improvement

1. Performance, Flexible & Reliable
2. Anywhere Access
3. Integrated Archiving & Data Policies



Windows 7 & Office 2010



- More Secure
- Better performance
- Good compatibility – Windows XP Mode
- Direct Access – when used with 2008 R2

- Access internally, Web or Windows Smart Phone
- Better Tools & Templates
- Co-Authoring of Documents
- Conversation view in Outlook



SharePoint 2010

SharePoint - Microsoft's business collaboration platform



- Allows better management and sharing of data
- Encourages employees, partners and clients to work together
- Helps you make informed, quick decisions



Working Anywhere

Email - OWA, Outlook Anywhere, Hosted Exchange, Google Mail

Data & Applications – Shift to web based

- Cloud Computing – Web based apps
- Microsoft SharePoint
- Microsoft Remote Web Workplace (SBS)
- Microsoft Remote Desktop Services
- Citrix XenApp or XenApp Fundamentals



Virtual Desktop Infrastructure (VDI) – Citrix, VMware, Microsoft



Mobile Devices

Laptop/ Netbook/Smart Phone/iPad/Playbook!



- What to choose – what do you want to do? What do you want to access?
- Exchange now supports most smart phone integration
- RIM, launch of BlackBerry Enterprise Server Express – now more accessible



“Cloud Economics” - CapEx to OpEx

A large shift away from Capital Expense, to Operational Expenses
Particularly true of cloud services, but many organisations are looking to lease instead of buying hardware

Why?

- Allows investment in other areas
- Lowers barriers to entry
- Some tax savings
- Flexible – can scale up and down as needed
- Cloud removes other costs such as space/ventilation/maintenance

Do you need to change your accounting/budgeting practices?

But do they *save* costs? What's the Total Cost of Ownership?

Most new technology is billed as being more cost effective – but is it?

Need to look at cost benefit analysis:

- Associated costs – internet, space etc
- Training
- Managing expectations
- Managing disparate systems
- Increasing complexity or simplifying?



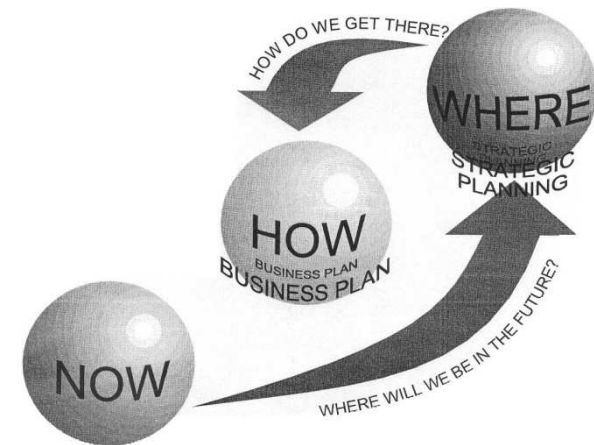
Technology is cheap – it's the know how that's expensive

It is no longer enough to manage the 'status quo'



Getting good value and saving money - I

- Use Charity software programmes & sensibly
- Plan ahead – when is best time to buy?
- Regular refresh – increased productivity
- Mind your P's and Q's
 - Performance and Quality
- Look at leasing – Opex vs Capex



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Getting good value and saving money - II

What is the TOTAL cost over 5 years – for all kinds of projects

What is your lock in?



What are the alternatives ?

– e.g. Cloud Technologies - IAAS, SAAS



Benchmarking ICT

- Spend per user per annum - £600-£1200 typically
- Running costs per user per working day - £1-£2 typically
- 5% of overall costs
- No. issues per user per month & call satisfaction rates
- Talk to other people – how do they fare
- Mix and Match providers
- Mix and Match internal and external staff



Why Outsource?

Outsource: **Nothing will save you more!**

- Free up staff to concentrate on core role
- Access to a wider skill set

Outsource: none core ICT activities-

- IT Infrastructure support & standard apps
- Phone system management
- Application development

Retain: strategic control and overall responsibility-

- Overall management
- Control over data



Beware

the small print in SLAs (Service Level Agreements)

- **Most SLA contracts will include some get outs:**
 - “Liability is excluded for events beyond our control”
 - “Best endeavours”
 - “Maximum liability is unspent part of the contract”
- **Sometimes there is no “SLA”**
 - eg ADSL & Software
- **Look out for long lock ins or tricky notice periods**
- **Once an SLA war starts its game over**
 - The spirit of arrangements is at least as important as the SLA



In sum to get good outcomes...

New Developments

1. Go in with your eyes open
2. Be realistic
3. Identify all associated costs
3. Treat your external professionals as part of your team

Outsourcing

1. Be clear on notice periods
2. Is the situation redeemable?
3. Will you get something better?
4. Think about the 'Exit' as you 'Enter'



Thank You !

Questions?

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