7 Steps to Getting Your Head in the Cloud Where It Should Be . . .

and How to Keep It There

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GOVSENSE

GovSense is the First Unified ERP Built for Local Government
Allowing Collaboration in Permitting, Licensing, Enforcement, Financials, Budgeting, and More

True cloud-based software solutions are exactly where your technology strategy should be headed. For local government jurisdictions, the benefits are just too great to bury your head in the sand. So, how do you launch your IT strategy into the stratosphere rather than keeping it grounded in the quagmire of outdated technology? With apologies to the great astronaut, Neil Armstrong, here are **the seven small steps** your jurisdiction can take today to **make one giant leap** for your constituents.

"The cloud is a principle, not a software version."

1 The TRUE Cloud is NOT Fake . . . and Neither Was the Moon Landing

Let's get one thing straight right off the launch pad. The cloud is a principle; not a software version.

The image on this page is now one of the most famous in history. As earthlings, we finally got to see what our planet Earth looks like from space. It was a paradigm and prompted many new ideas, technologies and passions. It was a new landscape of possibilities. And that's exactly how we should think about cloud-based technology.

Long accepted in the private sector, as we'll discuss in the next section, the list of benefits gained by utilizing the cloud for your local government ERP system could reach to the moon and back. Well, maybe not quite, but the simple fact is that you can better serve the citizens in your jurisdiction from the cloud. And do it with fewer headaches and sleepless nights.

1. **Everybody is on the same page!**

2. **Affordable, state-of-the-art security!**

The Benefits of TRUE-Cloud Computing

1. **Everybody Using the Software is Using the Same, Latest Version**

    Known as "multi-tenancy," this may be the most important feature of a true-cloud solution. Updates are communicated far in advance and occur at night or on the weekend without interrupting your daily functions. Product upgrades are fast, regular and at no additional cost. There are no compatibility issues nor hidden fees.

2. **You Can Trust the Cloud**

    The state-of-the-art security and technical resources provided by cloud data centers are at a level no local jurisdiction can afford. Even the basic process of backing up data is more affordable in the cloud and gives you data redundancy for recovery purposes. These security costs are spread across a number of cloud customers.

3. Got internet access? You're ready to go!

4. 24/7/365 access!

The Benefits of TRUE-Cloud Computing

3. You Don't Have to Download Any Software to Your Computer

All you need is an internet connection and you can use any browser you prefer. Gone are the days of tedious, problematic and time-consuming software upgrades that often came with significant service fees from on-premise software vendors. Now your IT team only needs to focus on ensuring you have strong, consistent internet access.

4. Get Access Anywhere at Any Time on Any Device

Because the software is accessed via the internet, you can work 24/7/365 – not that anyone would want to, but you could! Instant access from anywhere guarantees that there are no barriers standing in the way of your talented team completing their work. Data can be securely accessed on the go which helps you serve your jurisdictions better.

5. Integrate with other systems!

6. Scalable and cost efficient!

The Benefits of TRUE-Cloud Computing

5. **Gain a 360° View of Your Jurisdiction**
    True-cloud solutions can be easily integrated with other systems, whether those systems are cloud based or not. Integrations can be easily customized, eliminating the need to hire expensive consultants every time you want to make a change to your application. This benefit gives you access to all critical information from just one system.

6. **Low TCO (Total Cost of Ownership)**
    The total cost of ownership is lower for true-cloud solutions because they will always require fewer resources. The multi-tenancy approach shares the common aspects of the software while only costing you for any additions necessary and specific to your needs. The evolution of cloud technology has enabled scalable, cost-efficient solutions.
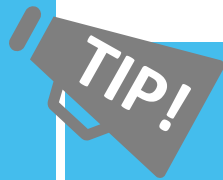
The Benefits of TRUE-Cloud Computing

7. **You Can Still Make a True-Cloud System Your Own**
The flexibility to service your own application allows you to manage, maintain, configure it immediately. This provides crucial advantages, including the ability to customize the application to fit unique business needs and upgrade easily. Today's world demands this kind of flexibility that only agile, true-cloud vendors can support.

7. **Configure the system to meet your needs.**

TIP!

How to Avoid FAKE-Cloud Systems

Use this pre-launch checklist to avoid purchasing a system that is not truly in the cloud. If the vendor's answer is **NO** to any of these questions, scrap the launch and look for a True-Cloud Solution.

- ✓ **Do you host, maintain or manage your own solution?**
- ✓ **Are ALL of your current customers using the same version of your software?**
- ✓ **Are software upgrades free of charge?**
- ✓ **Is it true that consulting or implementation services are not required for software upgrades?**
- ✓ **Do you provide solutions with an open API?**
- ✓ **Can customers execute their own business-specific customizations within the system without direct database access?**

The question is *really* about how many resources your organization can dedicate to data and application security to protect your . . . data and how that compares with the expertise and resources the cloud vendor will deploy.

2 To Boldly Go Where the Private Sector. . . Has Gone Before AND Arrived Safely

Cloud computing has long been the accepted and preferable platform for private sector companies. Why is it not the same for the public sector? Why do local government jurisdictions seem to shy away from the benefits of using cloud-based software? Let's try to answer those questions.

First is the issue of security, and the myth within local jurisdictions that the cloud is just not secure enough for their data. To debunk that myth, think of these examples of how you are already using the cloud in your everyday life:

- How do you conduct your personal banking? Almost everyone banks online these days . . . in the cloud!

- How do you process payroll each payday? It's done in the cloud!

- How often do you conveniently shop online? Most people answer at least once or twice a week!

. . . a cloud vendor can be more secure than a homegrown on-premise deployment. It's the old question about whether your money is safer under the mattress where you can see it and touch it or safer at the bank.

Cloud-based computing gives you best-in-class, data center security systems at a level no local government jurisdiction can afford. All production data is stored immediately to redundant locations. "Hot backups" give the ability to restore your data rapidly and reliably. Extensive disaster recovery documents ensure crisis management is handled promptly and without fanfare. The private sector learned long ago that their data was more secure in the cloud and that the cost of that security was much less with a cloud-based software vendor.

Another concern in the public sector is the lack of need for IT support of cloud-based systems and that this could cost IT professionals their jobs. In reality, the cloud frees time for the IT staff so they can focus on other important services, like making sure their jurisdiction's internet connectivity is excellent. They no longer have to worry about keeping on-premise hardware operational, especially when using servers

Invest in people, not infrastructure.

that crash during spikes in use. The private sector has successfully evolved their IT teams to focus on innovative technologies, superb internet connectivity and remote user support.

Use of cloud technology has not only changed the focus of IT professionals in the private sector, but has also enabled system end users to move into the realm of promoting thought-leadership. Cloud-based software is easy to use, flexible and customizable which affords time to everyone in every role using the system to focus on being strategic change agents for their organizations. This approach has the ability within the public sector to provide the best possible services to their constituents and save tax dollars while doing so. The key here is to invest in people, not infrastructure.

Cloud computing is projected to increase from $67B in 2015 to $162B in 2020 attaining a compound annual growth rate (CAGR) of 19%.

Gartner predicts the worldwide public cloud services market will grow 18% in 2017 to $246.8B, up from $209.2B in 2016.

74% of Tech Chief Financial Officers (CFOs) say cloud computing will have the most measurable impact on their organization in 2017.

Source: Forbes Magazine "Roundup Of Cloud Computing Forecasts, 2017"

Government jurisdictions still tend to purchase software in "silos" which eliminates their ability to collaborate across departments and with their constituents. Imagine a private sector company, such as a "big box" retailer, implementing a system for just one department that was impossible to integrate with any other business system! It just doesn't happen anymore and the public sector must realize that collaboration is absolutely critical to being able to work efficiently, transparently and accurately with all stakeholders.

How often to you hear citizens of your jurisdiction say, "I wish I could do this online" or "Do I really have to visit your office to get this done?" What they mean by "this" covers every possible transaction they may need to execute with any of your departments. The public's technology sophistication grows every day and they expect these services from their local governments to be just as easy and secure as their online banking and shopping. With the right true-cloud software, local government jurisdictions can provide easy access to the public to conduct business seamlessly online.

3 Gravity is a Good Thing . . . Unless It's Holding You Down from Moving Up

It takes a lot of power to escape the Earth's atmosphere, and that's exactly what cloud computing can give your jurisdiction — the power to increase the level of service to your constituents astronomically! So, what's holding you down?

You're undoubtedly "version locked" into your existing ERP or other specific software, and you've never had the extra funds to budget for expensive upgrades. Here are some of the ways your legacy software applications are not only holding you down, but actually harming the way you provide services to your jurisdiction*:

You're Spending Your Valuable, Yet Limited, IT Budget on Maintenance Instead of Innovation — If your IT team spends more than half their time on day-to-day operations like managing your infrastructure and only the rest of their time on problem-solving constituent requirements, then you're

*Source: NetSuite | Oracle White Paper, "8 Ways Legacy ERP Harms Businesses, 2017

doing more harm than good. Move to a cloud-based ERP system and get the IT team focused on internet accessibility, reliability and innovations.

You Fail to Provide Your Constituents with the Internet-Based Services they are Demanding — A true cloud-based ERP system enables your community to go jurisdiction wide instantly. Citizens no longer accept the excuse that "it just takes more time with the government procurement process." They know better and understand which online services can make their lives a whole lot easier.

Your Constituents Complain They Are Frustrated Because They Can Not Access Your Legacy System 24/7/365 — It's the way of the world and your citizens want you to keep up with them. Almost everyone has a smartphone or other mobile device and they expect to be able to sit down at their laptop at 1:00 a.m. to complete, for example, an online business license application or schedule inspectors. Give them that ability with the cloud and you'll spend less time on complaints!

In a recent study evaluating private sector companies using a cloud solution, it was found that those organizations:

- **Saw an average ROI of 150%**

- **Experienced time to value ranging from 2 months to 1.9 years**

- **Reduced their IT costs with hardware maintenance and personnel**

- **Increased productivity by at least 10%**

Lack of Transparency Causes Citizens to Question Your Jurisdiction's Business Decisions and Tax-Funded Expenditures — An out-of-date, brittle ERP system can not provide instant access to information that your constituents deserve and can not keep up with the changes required by new laws and regulations. The lack of modernity expressed by your old software can unjustly reflect on the way your departments conduct business.

Your Workforce in the Field is Inefficient and Frustrated Because They Can't Work Anywhere, Anytime — Old ERP was never designed for the post-PC era of the anytime, anywhere workforce, but cloud applications are. No matter how much you upgrade your old PC-era ERP system, it will never be easy to access over mobile devices because in some cases, it was engineered before the Internet was invented.
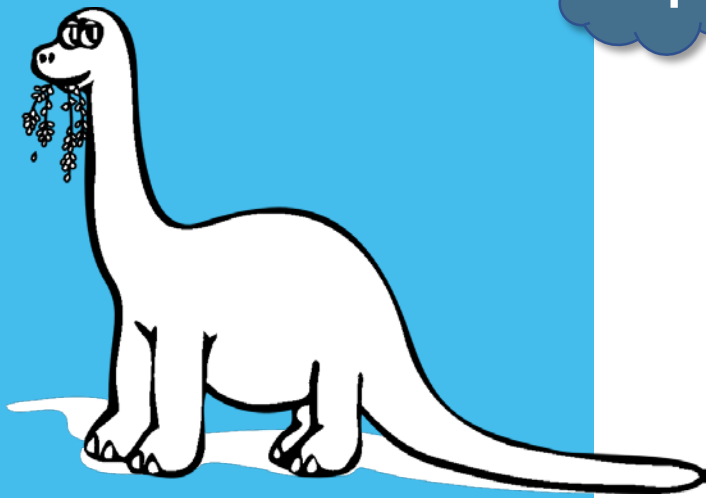
Escape the Weight of Your Old On-Premise Software Systems

*A recent Forrester Research Forrsights survey found that the top four reasons that businesses move to the cloud are:

1. improved business agility

2. speed of implementation and deployment

3. faster delivery of new features and functions

4. to support business innovation with new capabilities

Don't you want the same benefits for your jurisdiction and its constituents?

*Source: NetSuite | Oracle White Paper, "8 Ways Legacy ERP Harms Businesses, 2017

4 Ditch the Dinosaurs . . . Evolve Your Technology in a Matter of Minutes

No matter your age, it's pretty difficult for anyone to say they still don't love dinosaurs. It's just something you don't easily outgrow. On the other hand, we are certain that we all feel true disdain for outdated business systems. You can not provide your citizens nor your workforce with the information they need at any time, from anywhere and on any device with a lumbering, T-Rex sized system that ravenously consumes your data, but then refuses to give it back in the form of accurate, instant and intelligent reports.

Lack of Good Reporting Causes Bad Business Decisions

A common complaint we hear all too often is that departments within local governments simply can not easily retrieve meaningful reports from their legacy systems . . . sometimes not at all. And don't even think about trying to aggregate information about what's going on in a completely different department.
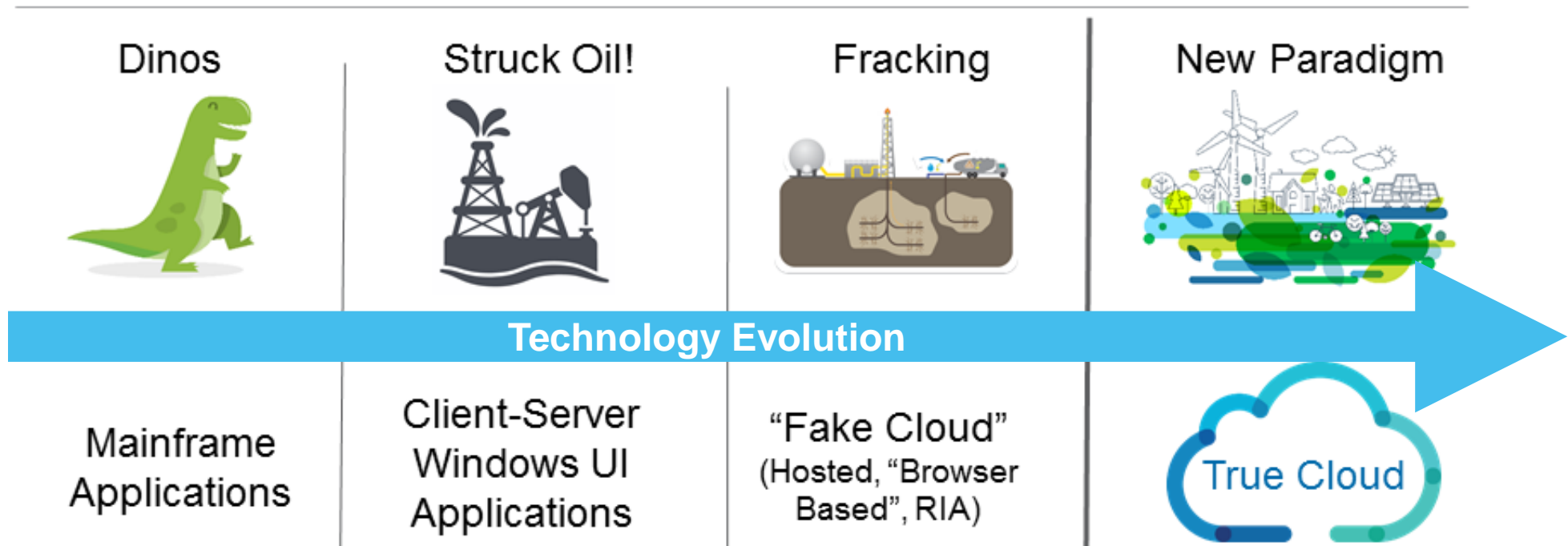
The Cloud takes away all excuses for not collaborating with internal departments, outside agencies, as well as your constituents.
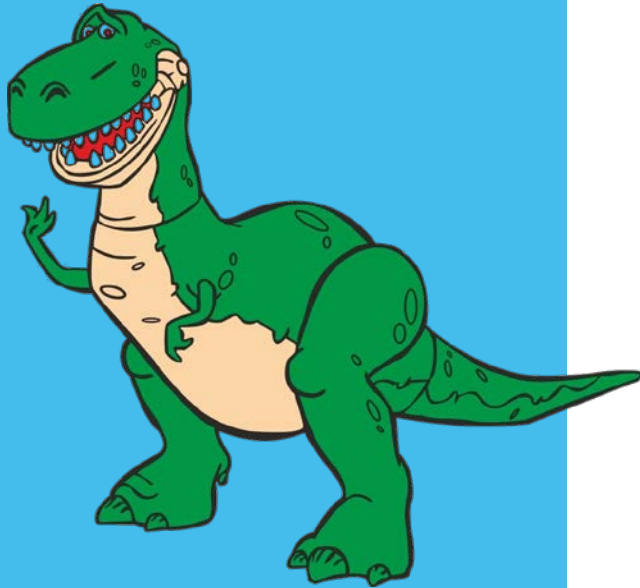
True-cloud systems provide real-time, on-demand reports that you can easily configure yourself and that include any of the information stored in the system by any department from any location. Dashboards are updated instantly and should be the first thing you look at each morning when you log in to your cloud ERP system. You get all the information you need to react to problems proactively, schedule workforce and projects, check expenditures versus available budget and guarantee that you'll make the very best business decisions for your community.

Working in silos with no inter-departmental collaboration is the downfall of so many local government organizations. We see it all the time. Sure proof of this is when we attend one of many government conferences and the talk of the day is a success story about how a local jurisdiction collaborated within their own departments, as well as other outside government bureaus, to successfully complete a project on time and in budget. Why should this be news?

You need to evolve your systems to match how the world functions technologically today and also be flexible enough to constantly change with technology advances; which seem to happen every single day! Stay one step ahead of the game and you'll have a well-functioning government entity.

State of Technology Today

Dinos	Struck Oil!	Fracking	New Paradigm

Technology Evolution

Mainframe Applications	Client-Server Windows UI Applications	"Fake Cloud" (Hosted, "Browser Based", RIA)	True Cloud

Don't work with a software vendor who makes YOU adopt to them! It must be the other way around, with YOUR needs setting processes and priorities.

Replace Your Outdated ERP with a True-Cloud ERP System that Can Begin Delivering Value to You and Your Constituents Quickly

If the mere thought of migrating to a new system makes you feel like you're being chased by that T-Rex, have no fear. Not only will you survive the new system implementation, but you'll be the hero amongst your co-workers and citizens as the person who brought cloud computing to your jurisdiction. Here's what we have discovered after years of experience implementing cloud-based software systems:

- **Make sure the implementation approach is driven by business process, not technology —** We've had repeated success because our team works with you as trusted business advisers for your jurisdiction and departments, focusing on what is most important to you. We create a methodology and plan tailored specifically around your business objectives, rather than the technology that propels them.

Speed is the name of the game!

Implement in weeks; not months or years.

- **Purchase a cloud-solution that can be implemented in a matter of weeks; not months or years** — Get rapid time to value for all departments, regardless of what challenges each specific area faces. We're able to deliver user-friendly software at light-speed because our solution is in the cloud and all business functions can be performed remotely, significantly reducing costs and travel time.

- **Use the agile implementation methodology which minimizes errors, speeds up time to value and decreases workforce and constituents' wait time** —

  > Projects are broken down into smaller "sprints," giving multiple phases for testing and feedback.
  > Throughout the process, you see a continuous delivery of useful and working software.
  > Close, daily collaboration between you and developers.
  > Low-code product model lessens need for developers.
  > Continuous attention to technical and design excellence.
  > Regular adaptation to changing circumstances.
  > Late changes in requirements can be accommodated.

5 The Cloud is Not Alien Technology . . . "Mere Mortals" Can Quickly Become Power Users

Change is hard. Even if you're the type of person who embraces change, it's still difficult and requires focus and discipline to learn something new. That being said, a true cloud software system can significantly reduce training costs because it can be so easy to use. We kept that concept top-of-mind when we built GovSense, our true-cloud solution which is the first unified ERP built for local government. We're proud to showcase GovSense as a great example of what a true-cloud software experience can be:

• We specifically and purposefully created our ERP system to bring quality software to local government. We understand your operational needs to successfully service your constituents and customers on a daily basis.

- While developing our flexible, easy-to-use software, we ensured that implementation and support services were streamlined for ease-of-use and improved user experience during and post-implementation.

- The system is so easy to navigate that your entire city or jurisdiction can adopt GovSense in no time.

- A consistent look and feel is provided across departments and devices. You can also enjoy pre-made workflows as well as the ability to create your own custom workflows.

- You'll experience an extremely high adoption rate across your entire internal user base due to the system's ease of use.

- GovSense utilizes person-drive usability so that each user only sees the functionality they need.

Whether a person is "computer savvy" or not, everyone is capable of becoming a power user of GovSense which means you get all the value you can from your procurement decision.

- The seamless user experience caters to each application and/or process to ensure there are no extraneous or redundant data fields.

- Your constituents and contractors will get the same experience when they are able to conduct business online without any complexities or hassles.

6 Remember When We Thought We'd All Have Flying Cars by Now . . . What Does the Future Look Like?

Not all predictions about the future have come true . . . but some certainly have! Smart phones are truly an idea straight out of science fiction, as are smart watches, driver-less vehicles, drone deliveries, robotics, social media, wireless connectivity . . . and the list goes on and on. If you are a person who has never lived without the internet, then you are likely of the millennial generation . . . and you are about to change the face of how local governments work and conduct business.

This is a change that jurisdictions should be preparing for now to ensure smooth transitions and uninterrupted services to their communities. We confidently predict that in the next four years, we'll see a revolutionary change in the local government workforce. This is due to previous generations reaching retirement age which will, in turn, necessitate an

Millennials see state-of-the-art technology as a high priority when considering job offers.

influx of millennials into public sector jobs. And, we don't think that means an uptick in staffing levels. Government jurisdictions will still be expected to "do more with less."

Consider this. If you implement a cloud-based ERP system for your jurisdiction now, you will actually be able to attract more millennials to vacancies as jobs open up due to retirements. Millennials see state-of-the-art technology as a high priority when considering job offers, so it will be very difficult to attract a younger workforce with outdated technology.

This proactive and preemptive decision can provide the time needed to train those millennials to be the leaders of the future . . . because they will be, and they need the benefit of mentoring from those considering retirement soon.

Millennials bring a much desired attitude of wanting to improve their communities and the world around them. They are socially and environmentally conscious. They are a perfect fit for the public sector, as long as their technology needs can also be met. Don't let your jurisdiction miss out on employing this valuable generation of future workers, leaders and decision makers.

Millennials will cause a revolutionary paradigm shift in how local governments do business, interact with their constituents and enable smarter communities. Innovate now to keep your jurisdictions moving forward by taking the necessary steps to procure and implement cloud-based technology.

7 Physics Says You Can't Travel At the Speed of Light . . . With True-Cloud Software It May Feel Possible

Compared to the legacy systems you are using today, we hope that you better understand how true-cloud technology can speed everything you do. Particularly if your current system is due for yet another painful upgrade, it's time for you to race to a true-cloud system. You really can rise to the challenge of "doing more with less" and you can achieve your ultimate goal of improving the lives of the citizens of your communities.

We set out to create a superior solution to empower local governments to run on the same modern solutions that have revolutionized efficiency for private sector businesses for the past decade. GovSense gives you the 360 degree view of your community that you need to operate at the speed of light, providing your internal workforce, contractors and, most importantly, your constituents with the best possible services.

Get happy constituents with GovSense!

Remember. To work better, faster and smarter, you need a true-cloud software solution like GovSense that gives you:

> **Automatic Upgrades —** true-cloud solutions update automatically, eliminating compatibility issues and hidden fees.

> **Seamless Integration —** true-cloud solutions can easily integrate with other systems, even if those systems are not cloud based.

> **Lower Cost —** The total cost of ownership is lower for true-cloud solutions because they will always require fewer resources.

> **Empowerment —** As long as you have access to the internet, you have secure access to your application; no matter what devices you're using.

> **Flexibility —** Modern cloud applications enable you to work in real time, allowing you to manage, maintain, configure and customize it immediately.

> **Better Relationships —** True-cloud solutions help jurisdictions strengthen relationships with constituents thanks to efficient, easy-to-use collaborative solutions.

About the Author:

Gary McTall
GovSense Co-Founder

GovSense co-founder Gary McTall spent ten years consulting and designing software solutions for local governments, but he was always running into limitations in the on-premise software. After consulting private equity firms and software companies on cloud solutions, he felt it was imperative to bring innovation to government.

About GovSense:

Our cloud ERP is designed specifically for local government. GovSense empowers jurisdictions with flexible, easy-to-use solutions that meet their needs in financials, budgeting, economic development, land use planning, project review, regulatory management, permitting and inspections, code enforcement, CRM and citizen requests, asset and work order management and more.

The GovSense founders have over 40 years of experience with on-premise solutions consulting private companies in professional services. They leverage the cloud and what they know about companies' processes to improve government processes in a revolutionary way. Not only does the GovSense team know how to manage professional services for your organization, they also know how to manage them internally — managing people, time and tasks. Putting these services in the cloud allows GovSense to achieve these goals better, smarter and faster!

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