



SuiteTwo



Case Study: PUBLIC SECTOR

Customer Success Story

When asked to summarize the current trend of public sector IT, Jason Polancich, President of Novii Design, a systems integrator with rich federal, state and local government experience, explained, "Do more with less."

What's Real and What's Not

Never before have public sector IT departments encountered such a complex and interconnected menagerie of challenges. On one hand, the public sector is constrained by fiscal pressure to reduce unnecessary spending, yet on the other, its customers, public sector end-users, are constantly looking for ways to improve efficiency, increase productivity and apply technology to solve complex problems. The availability and accessibility of "free" open source alternatives exacerbates the situation. "Our customers

"Intel has selected the best company in each category, integrated each product, installed the application as a suite on each appliance and keeps the suite fully updated with the latest patches, updates and security fixes."

turn to us for a sense of what's real behind the hype," added Polancich. "Sure, there are more technological options than ever before; work-groups can buy software, rent software from a managed service provider, or use software as a service. This puts a significant burden on public sector IT to differentiate what's real from what's vapor, since often they're the ones responsible for maintaining, supporting and upgrading the application."

The Importance of Quantifiable ROI

To help identify the technology that can help his customers attain their goals in a cost effective manner, Polancich places a premium on a strong business proposition, backed by a compelling and quantifiable ROI. "Our customers, public sector organizations of all sizes, look for hard dollar savings in advance; they need to understand how a new product or service can help them reduce their costs and when they can expect to realize those savings."

Reducing Costs through Web 2.0

The importance of a strong business case is particularly great as public sector IT organizations wade through the often contradictory and confusing messages which accompany Web 2.0 solutions. "To understand Web 2.0, you need to ask yourself one question, 'Is email the most

efficient way to collaborate with your peers?" asked Polancich. "Most everyone agrees that the answer is 'No.' Sure, if you're sending an email to a group with an announcement, email's fine. But if you're actually expecting people to respond, discuss options and eventually reach a consensus, email is very limited, and it only gets worse if you're attaching a document such as a Powerpoint presentation that requires feedback from your colleagues." In fact, the costs of maintaining an inefficient email network are staggering, as public sector organizations deploy additional servers and storage networks simply to maintain the massive volume of data, multimedia and voice files.

SuiteTwo Collaboration Platform

To address this challenge, many public sector IT organizations are augmenting email with mass collaboration platforms such as SuiteTwo, powered by Intel. "SuiteTwo delivers everything a state, local or federal agency needs to get

started with Web 2.0 and execute their mass collaboration strategy," explained Polancich. "Intel has selected the best company in each category, integrated each product, installed the application as a suite on each appliance and keeps the suite fully updated with the latest patches, updates and security fixes." As a result, public sector workgroups that would ordinarily incur high data storage costs and losses of productivity by forwarding emails with large attachments five or six times across dozens of employees can now develop a document by reviewing blog posts from peers, studying colleagues' entries in wikis and eventually build a document, after everyone has had the opportunity to express their opinions.

Real ROI

"SuiteTwo as a Web 2.0 collaboration platform delivers a compelling business case with real ROI," concluded Polancich. "That will certainly help public sector IT managers, as well as end-users, do more with less."

Spikesource, Inc. 2000 Seaport Blvd floor 2. Redwood City, Ca. 94063

(888)SPIKE-IT / (888)774-5348

<http://www.spikesource.com> / sales@spikesource.com



SpikeSource is a software company which distributes, integrates, manages and supports open source applications to enterprises through trusted solution providers. SpikeSource integrates applications with the right components and then builds, tests and distributes these open source solutions on an automated test framework with more than 300,000 daily tests. By testing and certifying open source applications, SpikeSource offers a portfolio of SpikeCertified and Spikelgnited solutions for enterprises that may not have deployed open source before. These solutions are delivered with a comprehensive update and support service called Spike™ Net. Through SpikeSource's trusted solution providers, companies can be assured that the applications have been deployed and customized for their unique business requirements. For a list of SpikeSource solution providers, visit www.spikesource.com.

©2007, SpikeSource, inc. SpikeSource, the SpikeSource logo, SuiteTwo and the SuiteTwo logo are trademarks of SpikeSource, inc. All other trademarks, marked or unmarked, are the property of their respective owners