



Shared Services: Business Value for State and Local Government

At-A-Glance

What is the Value of Shared Services in Government?

Shared IT services provide economies of scale, enabling government organizations to introduce new capabilities that they could not afford alone. Organizations that deliver shared services can quickly pay back their investment from chargebacks or fees. Organizations that use shared services convert upfront capital costs for servers, networking, storage, and applications to a predictable operational cost. Popular shared services in government include email, virtual desktops for Bring-Your-Own-Device (BYOD) programs, collaboration applications, server provisioning, and disaster recovery services.

What Business Problems Does It Help Solve?

Shared services help state and local governments solve business and financial challenges:

- Satisfying rising citizen expectations for services while controlling operational costs.
- Meeting the security requirements to support a BYOD program.
- Helping the same size IT staff support more employees and more services.
- Improving collaboration within, and across, government organizations.
- Minimizing data center energy consumption.

Cisco Solutions for Shared Services

Cisco and our certified partners provide the technology and services your department needs to either become a shared services provider or to partake of shared services. As a shared services provider, your organization builds and manages the infrastructure, offering service-level agreements (SLAs) to other organizations that use your service. Or, as a shared services user, you pay a fee to the provider, typically monthly, on a per-user basis, or based on computing resources consumed.

Popular shared services in state and local government include:

- **Desktop virtualization services for BYOD:** With Cisco® Virtualization Experience Infrastructure (VXI), desktop applications and data reside in the data center, not individual endpoints. You can securely access your desktop from anywhere, using any device, including a personal or government-owned tablet or a thin client. Unlike traditional virtual desktop infrastructure (VDI), Cisco VXI lets you access your department's voice and video services in addition to your virtual desktop.
- **Collaboration services:** Instead of buying, managing, and maintaining your own voice system, you share an advanced collaboration platform with other departments. The economies of scale and management solutions enable you to afford advanced capabilities to improve citizen service levels and team performance. Cisco Collaboration Applications provide presence, instant messaging, and the ability to click to dial, start a web conference, or initiate a Cisco TelePresence® session.
- **Infrastructure-as-a-Service (IaaS):** Any authorized person simply visits an online catalog to request servers, storage, and bandwidth with a few clicks. The resources are provisioned automatically on a Cisco Unified Computing System™ (UCS), without any effort from the IT team. You can begin using the resources the same day, and sometimes within minutes.



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What Are the Benefits of Shared Services?

For the Service Provider Organization:

The organization providing the shared service generates revenue from fees or chargebacks. For example, Hamilton/Clermont Cooperative Association in Ohio, serving 38 public and 70 private schools, is paying for its Cisco Unified Data Center platform from the fees it earns by providing Cisco Unified Communications and other shared services to schools.

For Departments Using Shared Services:

- Eliminate redundant expenditures that result when multiple departments all pay to buy, manage, and maintain their own infrastructure for the same programs.
- Gain new capabilities to improve public safety, mobile workforce productivity, continuity of government, and agility.
- Eliminate redundant IT efforts and avoid the need to hire or train IT staff to administer new services.
- Improve collaboration within and across government organizations.
- Accelerate response to requests for services to support citizen services or organizational efficiency.
- Comply with data privacy and security regulations.

Why Cisco?

Cisco provides the technology and professional services you need to become a shared services provider or to connect securely to other organizations' shared services. Cisco Services can help you:

- Align IT strategy with government business requirements.
- Plan and design your architecture and management solutions.
- Implement a validated, secure multitenant platform so that you can become a shared services provider.
- Implement a Cisco Cloud Intelligent Network so that you can securely consume shared services offered by another organization.
- Optimize network and application performance.

For More Information

To learn more about Cisco Shared Services Solutions, visit:
www.cisco.com/go/usgov.