

## COMMUNITY CONNECTIONS

### ELK GROVE, CALIFORNIA STREAMLINES OPERATIONS WITH ASP

#### CONTACT INFORMATION

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#### COMMUNITY PROFILE

Population	136,318
Square Miles	42
Incorporated	July 1, 2000

#### PRODUCT PROFILE

HTE NaviLine,  
Application Service Provider (ASP)



#### SITUATION

The City of Elk Grove in Northern California is a recently-incorporated municipality located just south of the state's capital, Sacramento. Because of its size, city officials knew they did not want to employ a large IT staff to operate its information systems. Also, having several municipal departments with different systems and databases was becoming problematic for the City of Elk Grove. Since they were not interested in building a large IT team, the city's IT manager, Nicole Guttridge, and a team of staff took the initiative in finding a solution that would best suit the city and its employees.

#### SOLUTIONS

Guttridge knew that Elk Grove needed an information system that could be used by multiple municipal departments without having to employ an entire IT staff to manage several different databases for one server. The City's goal was to have one simple system that could be accessed by all the departments. The solution was SunGard HTE's Naviline software, powered by IBM's System i hardware. With 98% of the 2005 Fortune 100 companies purchasing System i machines, the technology is known best for its reliability and security.

However, rather than take on the necessary staff and hardware to set up Naviline on site in Elk Grove, the City implemented Naviline through SunGard HTE's Application Services Provider (ASP), used by cities across the country to maintain their integrated, enterprise information systems without the high cost of a complex IT infrastructure. SunGard HTE information systems specialists run and maintain their SunGard HTE applications in a safe, secure environment. Only a Local Area Network (LAN) and a high-speed Internet connection are

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required to access the products. Naviline offers a flexible, browser-based user interface that is efficient when deployed in ASP environments.

"We did not have a large data center or the expertise. We decided on ASP because it is a dependable application that is easily accessible and is maintained by SunGard HTE system specialists," Guttridge says. "We wanted a solution as soon as possible that did not include purchasing a server or configuring a network. With ASP, we did not have to make any unnecessary purchases or employ any extra staff, and as a result the initial setup process was extremely easy and fast."

In addition, Guttridge also found the quality and organization of service and support for ASP to be helpful. "They are a very responsive, dedicated team of ASP professionals. They clearly communicate any operation or maintenance information we should know, and they are available 24/7 if we need them."

## IMPACT

As a result of ASP, Guttridge is able to employ a small, proficient IT team. Since they are not busy managing multiple departmental databases and servers, they are able to increase their workload and complete tasks faster.

Also, Elk Grove's various departments are able to access each other via ASP, which keeps lines of communication and information more organized. Guttridge explains, "We have several departments (buildings, public works, planning, code enforcement, etc.) that were maintaining separate databases. It was very inefficient because so much time was being wasted trying to find simple information. However, it has been very beneficial to consolidate our databases into one."

### Why our ASP Solution Can Help Your Government

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|-------------|--|
| Dependable  | SunGard HTE has provided software solutions for 25 years.  |
| Fast        | Up and running in as few as 30 days, accelerating time to benefit.   |
| Secure      | Your system runs in a secure, safe environment with built-in disaster recovery and business continuity services.             |
| Smart:      | Allows your organization to focus on serving citizens and avoid IT infrastructure and staffing challenges.                   |
| Predictable | Fixed monthly payments that don't tie up your capital budget.  |
| Safe        | Protects your investment against changing technologies and lets you benefit from innovations, while reducing financial risk. |