Reach for the Cloud

2023 Data and Actionable Tips for Safe and Compliant Cloud Migration

Public Sector Organizations

Live Webinar | January 24th 2023

Housekeeping Items

Webinar is scheduled for up to **45 minutes**

Chat is located on the right
Add your questions there

The recording will be **emailed within 24 hours**

Polls: Interact LIVE with us

Meet Your Speakers

Gil Alter
Director of Revenue
Growth

Jason Whittet
Head of Cities
Government
Transformation Team

Stephen Du Plessis
IT Manager
Lanseria International
Airport

Ilan Farhi
VP Customer
Experience

Agenda

01   **SysAid and AWS Partnership**

02   **2023 Data & Trends for Public Sector - AWS**

03   **How to migrate to Cloud in safe and compliant way? Lanseria International Airport**

04   **Migrate to Cloud with SysAid**

We Partner with Our Customers
to Deliver Great Service Management

Founded: 2002
Customers: 5,000+
SysAdmins: 100,000+
Named end users: 9 million
Global presence: 140 countries, 42 languages
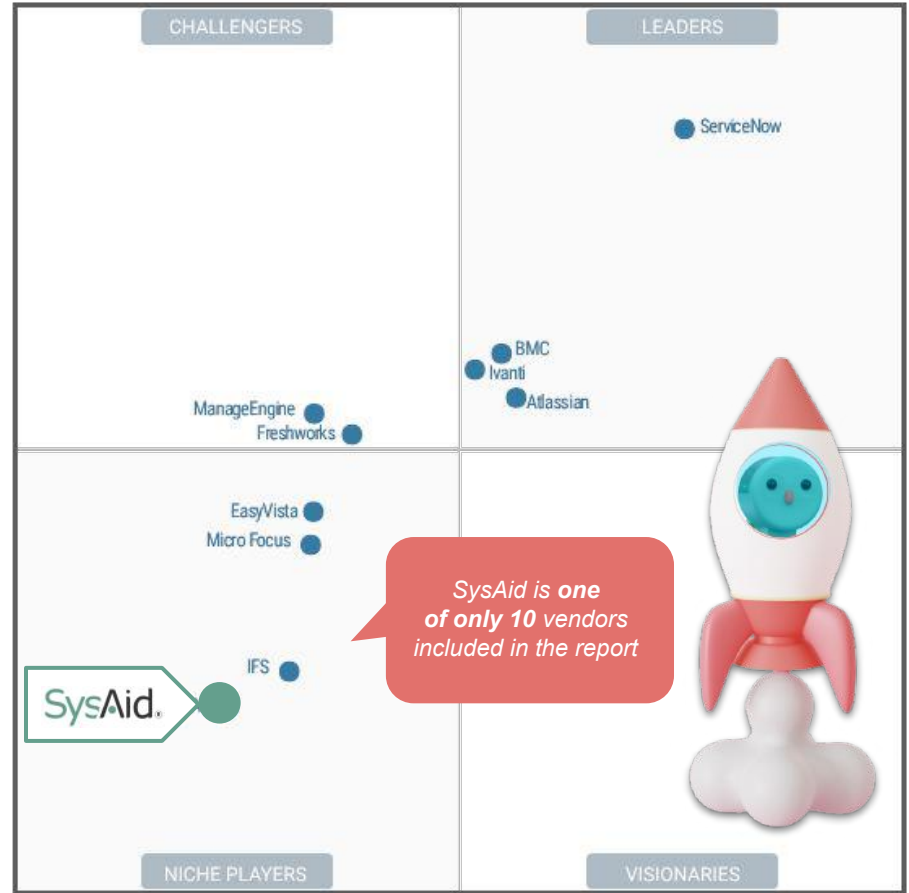
IT hours saved:
It's got to be a gazillion
Headaches averted:
More than you can count

Leadership & Awards

2022 Gartner's Magic Quadrant For IT Service Management Tools

*SysAid is named as a Niche Player and one of **10 recognized vendors** for IT Service Management Tools.*

CHALLENGERS | LEADERS

ServiceNow

BMC
Ivanti
Atlassian

ManageEngine
Freshworks

EasyVista
Micro Focus

IFS

SysAid.

*SysAid is **one of only 10** vendors included in the report*

NICHE PLAYERS | VISIONARIES

Leadership & Awards
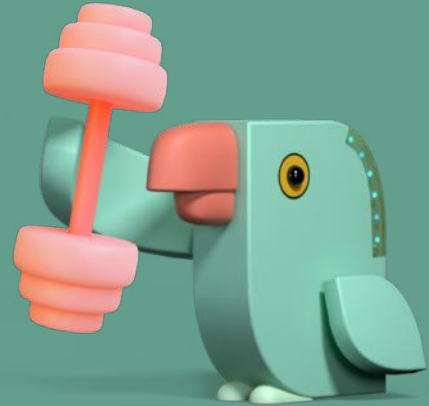
Our Customers Love Using SysAid

Rising Star Partner of the Year (ISV)
EMEA Winner 2022

Work Made Easy with
Service Automation

We do the heavy lifting for people delivering service in the digital workspace.

We Have Been Recognized

Rising Star Partner Of The Year (ISV)

EMEA Winner 2022

aws **PARTNER**

SysAid.

SYSAID

Building better governments to service citizens with the cloud

Jason Whittet
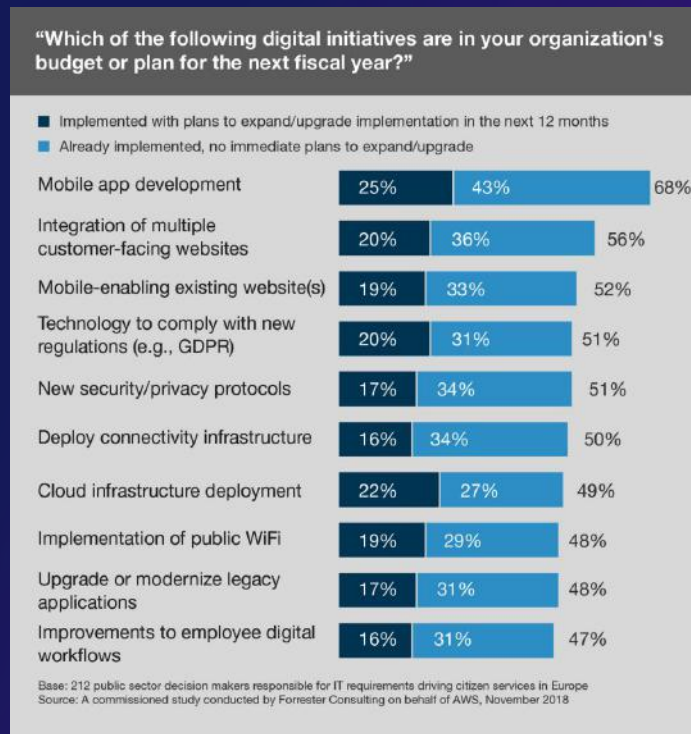Head of Cities
Government Transformation Team
Amazon Web Services

Technology is critical to improve citizen services, with cloud as the backbone

- Citizens are raising their expectation of government interaction with responsive, digitally connected services

- Many governments have now seen the importance of ensuring that citizen services are available online, and have worked to improve their e-government efforts

- Cloud technologies, in particular, are considered "important" or "extremely important" to facilitate most key initiatives that governments are undertaking

"Which of the following digital initiatives are in your organization's budget or plan for the next fiscal year?"

■ Implemented with plans to expand/upgrade implementation in the next 12 months
■ Already implemented, no immediate plans to expand/upgrade

Mobile app development	25%	43%	68%
Integration of multiple customer-facing websites	20%	36%	56%
Mobile-enabling existing website(s)	19%	33%	52%
Technology to comply with new regulations (e.g., GDPR)	20%	31%	51%
New security/privacy protocols	17%	34%	51%
Deploy connectivity infrastructure	16%	34%	50%
Cloud infrastructure deployment	22%	27%	49%
Implementation of public WiFi	19%	29%	48%
Upgrade or modernize legacy applications	17%	31%	48%
Improvements to employee digital workflows	16%	31%	47%

Base: 212 public sector decision makers responsible for IT requirements driving citizen services in Europe
Source: A commissioned study conducted by Forrester Consulting on behalf of AWS, November 2018

Source: Build a better Government in the cloud – Forrester, 2018

Benefits of cloud computing

Security   Availability   Performance   Scalability   Flexibility

Low Cost

However, …

*"**70% of government officials believe they lag behind private sector organisations.**"*

— Deloitte, Digital Government Transformation: The journey to government's digital transformation

Why governments get "stuck" in their digital transformation journey

Regulatory, privacy and security compliance

Legacy systems

Digital skills gap

AWS in the public sector

7,500+
Government
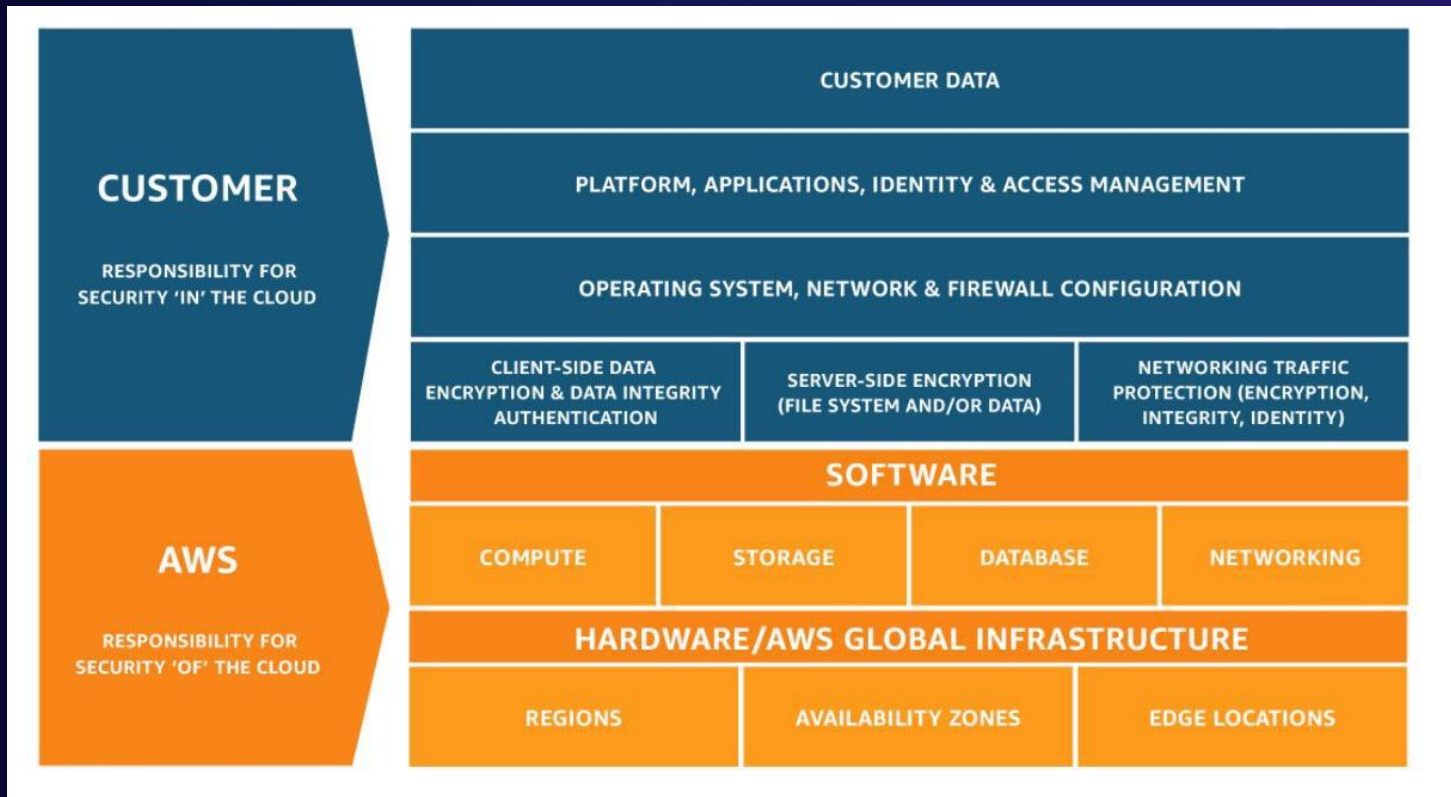agencies

14,000+
Educational
institutions

35,000+
Nonprofit
organisations

Government, education, and nonprofit organisations are using AWS for digital transformation

Security is a shared responsibility

AWS is architected for government security requirements

AWS CloudTrail & AWS Config

Call logging and configuration management for governance and compliance

Organisations are moving legacy applications and data to the cloud

GOALS

Legacy

Windows
SAP
VMware
Databases
Mainframe

- Accelerate business transformation
- Increase agility and innovate quickly
- Reduce operating costs
- Access cloud scale, performance, and operations
- Improve security and compliance

Modern

>50% of enterprise workloads and data are expected to be in a public cloud within 12 months

SOURCE: Flexera 2021 State of the Cloud

How to migrate to Cloud in safe and compliant way?
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Stephen Du Plessis
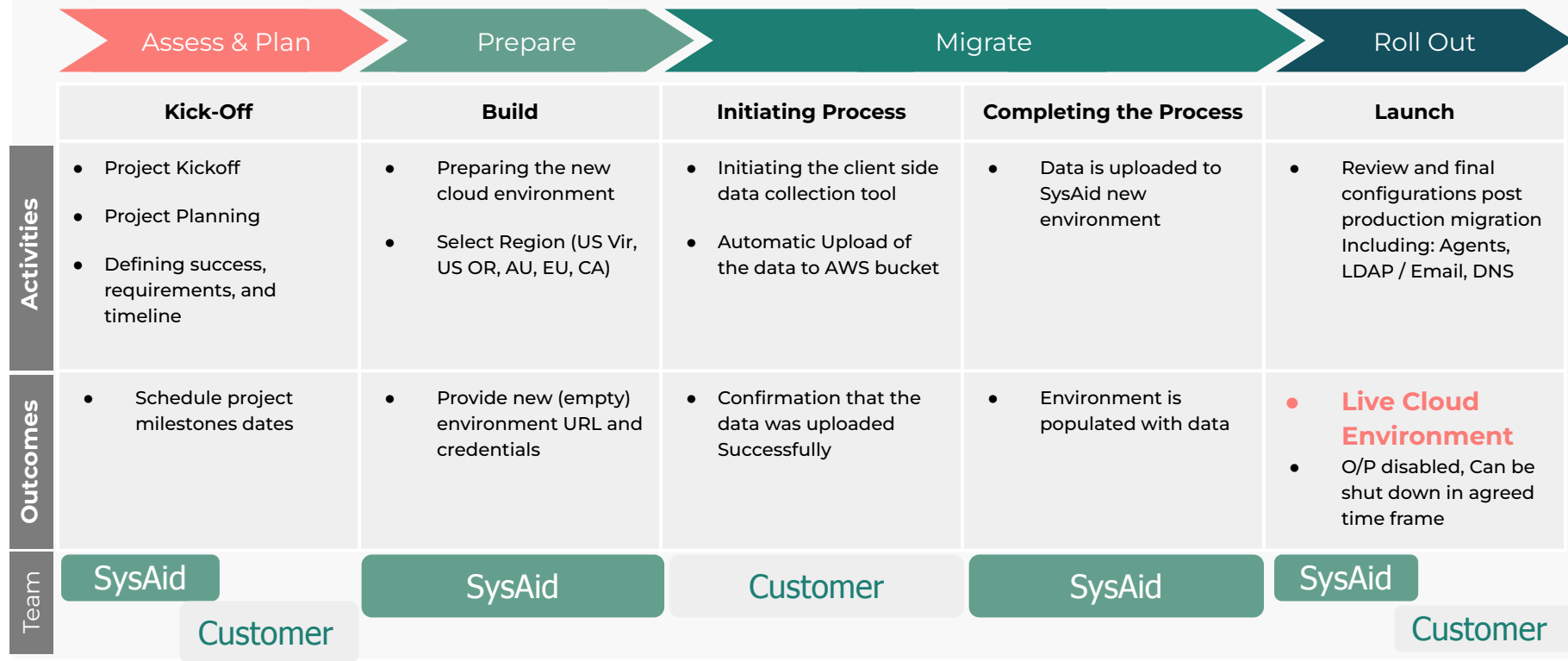IT Manager
Lanseria International Airport

Your Journey to the Cloud

Ilan Fahri, VP Customer Experience at SysAid

Your Journey to the Cloud

SysAid migration experts will work closely with you to define success and required steps in order to bring this project to completion in minimum time and disruption.

Assess & Plan	Prepare	Migrate		Roll Out
Kick-Off	**Build**	**Initiating Process**	**Completing the Process**	**Launch**

	Assess & Plan	Prepare	Migrate		Roll Out
Activities	• Project Kickoff • Project Planning • Defining success, requirements, and timeline	• Preparing the new cloud environment • Select Region (US Vir, US OR, AU, EU, CA)	• Initiating the client side data collection tool • Automatic Upload of the data to AWS bucket	• Data is uploaded to SysAid new environment	• Review and final configurations post production migration Including: Agents, LDAP / Email, DNS
Outcomes	• Schedule project milestones dates	• Provide new (empty) environment URL and credentials	• Confirmation that the data was uploaded Successfully	• Environment is populated with data	• **Live Cloud Environment** • O/P disabled, Can be shut down in agreed time frame
Team	SysAid Customer	SysAid	Customer	SysAid	SysAid Customer

SysAid. 22

What's in it for you?

- Enjoy SysAid's latest versions and new features **in real time**, including AI Service Desk

- **Save** on On-Prem costs and maintenance resources like warranties, subscriptions, updates, backups, maintenance, etc.

- Migrate to the cloud with **confidence** thanks to SysAid's AWS-validated migration processes, backed by designated technical AWS experts.

Thank you!