



Moving Public Safety to the Cloud

Embracing cloud-based technologies
to improve safety and resiliency

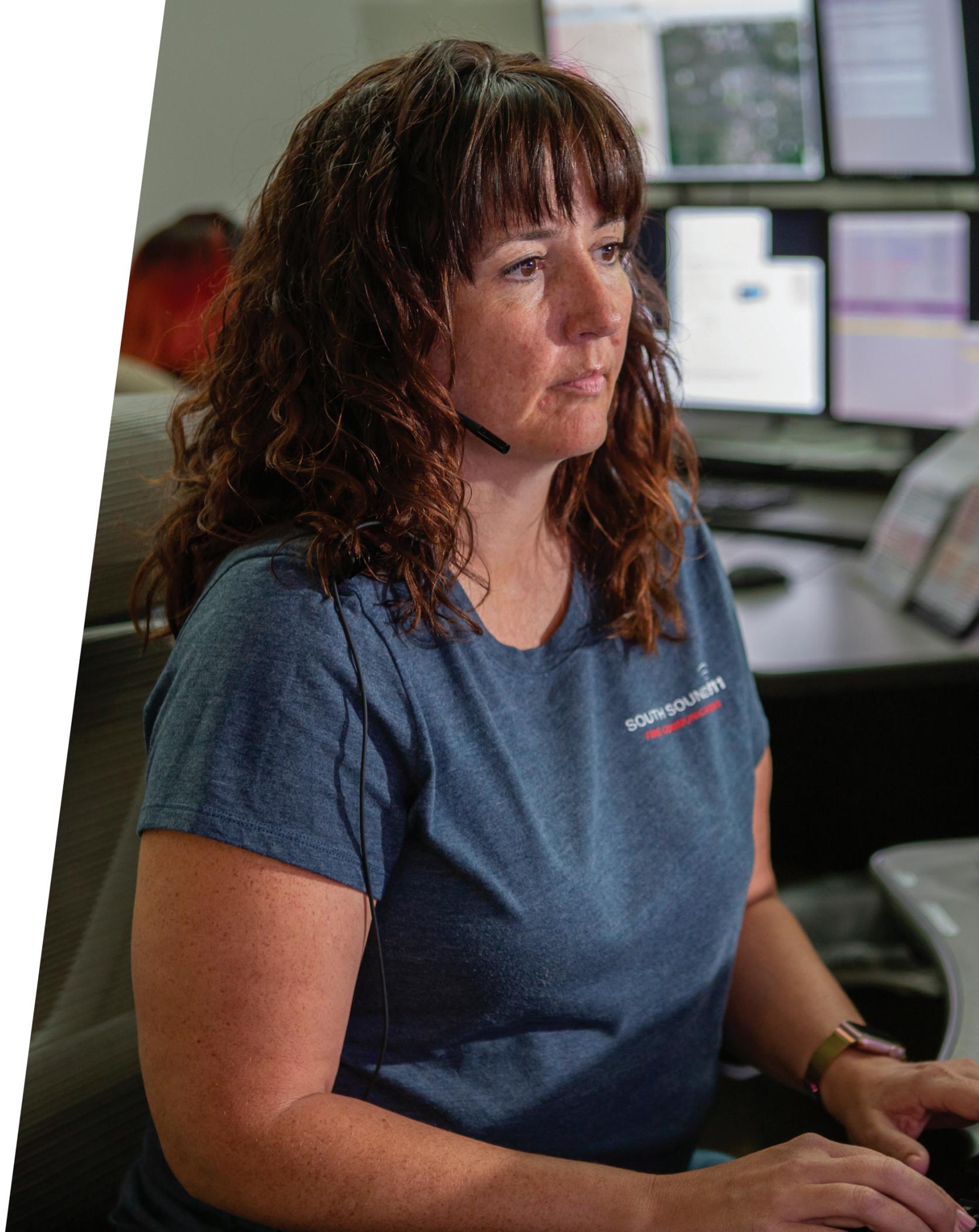


A digital awakening

Technology touches everything we do, from healthcare and shopping to education, banking, and much more. With the click of a mouse or tap of the screen, we depend on technology more than ever to help us connect, share information, and solve problems.

Because technology plays such a fundamental role in our lives, it's no wonder the public safety industry is exploring ways it can harness digital solutions to enhance operations, increase security, and reduce capital costs. At the heart of this digital transformation is the cloud, a common platform where agencies can collaborate without building shared infrastructure.

In this e-book, we'll explore the benefits of moving to the cloud and how doing so can help your agency improve response, make more efficient use of resources, and enable greater resilience for the future.



What is the cloud?

The cloud isn't a new concept, but some still don't understand how it works. Simply put, it's a secure, web-based network of servers that allows agencies to store and access their data and software from anywhere.

By leveraging a trusted provider to handle core IT and administration in the cloud, public safety leaders can focus resources on improving operations and delivering mission-critical services faster. The cloud also offers a reduced total cost of ownership as technology changes and computer processing demands grow, forcing agencies with on-premises solutions to upgrade their IT environments much more frequently.

Despite benefits of the cloud, the public safety industry has been hesitant to fully embrace its capabilities. But times are changing. A survey by Deloitte found 62% of government agencies have moved at least some applications to the cloud, while more than two-thirds say they now require a degree of cloud access to be successful at work.

Cloud Deployment Options

How much cloud is right for you?



Infrastructure as a Service (IaaS)

Leverage the cloud as an extension of your data center, but you still control everything.



Platform as a Service (PaaS)

Manage your own data and applications, while your cloud provider handles the rest.



Software as a Service (SaaS)

Your cloud provider has full responsibility. Pay to store your data in the cloud and access software via browsers or mobile apps.

With more people using the cloud on their smartphones, tablets, laptops, and wearable devices, many public safety agencies are turning to cloud technologies to drive savings, ensure their data and systems are secure, and increase operational efficiency.

Let's take a closer look.

5 cloud myths, debunked

As a public safety professional, you're probably wondering if what you've heard about the cloud is true. Before we share the benefits of migrating to the cloud, let's discuss what the cloud isn't so you can make more informed decisions for your agency.

Myth #1 – The cloud isn't secure.

Truth – The cloud is just as secure as your on-prem systems, if not more.

Data security is increasingly important. In fact, 66% of IT professionals say security is their top concern when adopting a cloud-based strategy, according to Cloud Vision 2020: The Future of the Cloud Study by LogicMonitor.

The truth is, security and compliance are the foundation of cloud technologies, which are overseen by robust security and cyber defense teams. Cloud providers are investing billions of dollars each year on built-in security controls to prevent, detect, and correct cyberattacks and safeguard your data.

Myth #2 – The cloud is too expensive.

Truth – The cloud is an affordable alternative to on-prem solutions.

An IDG study found enterprises spent an average US\$3.5 million on cloud-based apps, platforms, and services in 2018. Although overall spending is on the rise, the cloud can be more cost-effective compared to traditional, on-prem systems.

By embracing the cloud, you can also avoid high upfront costs and the long-term expense of maintaining your aging IT systems.

Myth #3 – The cloud is unreliable.

Truth – The cloud has a proven track record for reliability.

According to 2018 survey results from Uptime Institute, nearly one-third of responding data centers had experienced an outage. The main cause? A loss of on-site power.

Agencies that use on-prem systems are subject to power loss, internal server failures, IT updates, weather-related outages, and more. While cloud service interruptions do happen, they're rare. In the event your network does go down, highly trained IT professionals are on standby to restore service as quickly as possible.

Myth #4 – The cloud only works for large, tech-savvy organizations.

Truth – The cloud is beneficial for all public safety agencies.

Gartner predicts 28% of spending in key IT segments will shift to the cloud by 2022. That means organizations of all sizes, missions, and areas of expertise can find value in cloud-based technologies.

Myth #5 – The cloud will replace IT professionals.

Truth – The cloud will free your existing staff to enhance, extend, and develop your public safety capabilities.

Hiring a cloud provider removes routine admin duties from IT staff, allowing them to focus on higher-value initiatives and projects important to your organization.



What's all the hype?

As cities look to the future, public safety agencies are using cloud capabilities to respond to threats faster and help save lives. Here are some of the reasons your organization should move to the cloud to be better prepared for tomorrow:

1. Reduced overhead

Cloud providers handle all IT, administration, and maintenance, helping you reduce costs, increase efficiency, and focus on tasks that advance your mission.

2. Innovative technology

Technology is always up to date in the cloud, allowing you to leverage the latest innovations and security updates without the added work or costs of doing it yourself.

3. Better security

Cloud services include built-in security features such as data protection and identity and asset management to detect threats early.

4. Increased collaboration

Improve collaboration and employee efficiency by easily sharing data and working on projects in real time.

5. More flexibility

The cloud securely connects public safety data and applications to any internet-connected device, giving you access from home or a temporary office during an emergency or disaster.

Is the cloud right for your agency?

Think you're ready to move your public safety agency to the cloud? Before you buy in, you must consider a few questions:

What's driving your cloud strategy?

While transitioning to the cloud may be inevitable, you need to identify your motivations for doing so first. Why move to the cloud now? Answering this question will set the foundation for your digital transformation journey.

What does your cloud roadmap look like?

You should consider both the short- and long-term opportunities and consequences of moving to the cloud. How will your agency benefit in the coming years?

Are your stakeholders on board?

Support from your agency's key stakeholders is vital to developing strategic goals and ensuring a seamless transition to the cloud.

Can your existing systems be integrated?

Before you move to the cloud, take an inventory of your current solutions and how they're working. How well do they interact with other systems both internally and externally?

Are you prepared for change within your agency?

Moving to the cloud will transform your systems, staffing, and workplace culture. Be prepared for cloud migration to create a major shift in the way your organization operates. Hint: this is a good thing!



Getting started

You've decided to move your public safety agency's systems to the cloud. Now what?

Getting buy-in throughout your organization is key to a successful start. If you haven't done so already, begin having conversations with users, executives, IT staff, and others within your agency to create a game plan for migrating to the cloud.

You should also explore how cloud capabilities will increase efficiency and strengthen response within your organization. This will help your agency repurpose existing resources or better balance workloads across teams.

Finally, look for ways the cloud can streamline operations and open up new opportunities for your organization. In the cloud, the possibilities are endless!

Ready to get started? Let's talk.

A new generation of mission-critical public safety solutions

Hexagon's Safety & Infrastructure division is helping agencies be better prepared for tomorrow with a next-generation portfolio of public safety solutions spanning call-taking and dispatch, records, analytics, planning and response, and mobility.

Natively built in the Microsoft® Azure cloud environment, HxGN OnCall® deployed as a managed service is easily configurable and accessed via browsers and mobile apps. Unlike other solutions on the market, its full-featured, modern user experience and modular design reduce the total cost of ownership and help organizations adapt more quickly to changing situations.

For agencies that require more customization or are not ready to take the leap to the cloud, the portfolio is also available on-prem and is ready to meet your technology needs.

Discover HxGN OnCall

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Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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