



# Five IT Pain Points for SLED Organizations



CYBERSECURITY



DISASTER RECOVERY AND CONTINUITY OF OPERATIONS



HYBRID CLOUD COMPUTING



INFRASTRUCTURE MODERNIZATION



BUDGET AND COST CONTROL



## There is little room for infrastructure failures.

If you're a state, local or education (SLED) organization, you understand the need for a robust, secure and resilient IT infrastructure. The need to provide reliable, always-on business platforms has fueled the need for cloud computing due to its on-demand functionality.

For essential services like 911 operations and police and fire departments, downtime is unacceptable. Aging infrastructures are more likely to experience component failures or slow performance, reducing employee productivity and the citizen experience. Security is always at the forefront, too. If a ransomware or malware attack occurs, services could grind to a halt.



## Cybersecurity

Cybersecurity has been one of the top SLED pain points for years. According to the McAfee Labs Threat Report\*, ransomware, across all sectors, has doubled in the last year. And brute force attacks on remote desktop protocol (RDP) and SMB have consistently risen—preventing these attacks is to have a sound infrastructure that includes encryption at the hardware, system, application and network levels, software threat protection, and a resilient backup and recovery architecture.

# 2x

**RANSOMWARE  
ATTACKS IN THE  
LAST YEAR**

# 44%

**SLED AGENCIES  
DAILY EXPERIENCE  
CYBER ATTACKS**

According to CIOs, cybersecurity remains the biggest IT challenge and area of investment for SLED agencies. The pace of cybersecurity attacks has been accelerating, with 44% of SLED agencies indicating that they experience cyberattacks at least daily. The costs associated with breaches and attacks have been accelerating as well.

Two often-cited examples are the City of Atlanta and the City of Baltimore, Maryland. The City of Atlanta was a victim of a ransomware attack that took many of the city's services offline for nearly an entire week, hampering the functioning of the court system and preventing residents from accessing critical services like paying water bills, and more. Baltimore also experienced a breach that took its 311 and 911 dispatch systems offline for more than 17 hours, forcing emergency support functions to switch over to manual instead of automated operations.

Cloud security can help combat these threats with a set of policies, controls, procedures and technologies that work together to protect cloud-based systems, data, and infrastructure. These security measures are configured to protect cloud data, support regulatory compliance and protect customers' privacy as well as setting authentication rules for individual users and devices. From authenticating access to filtering traffic, cloud security can be configured to the exact needs of the business.

\* McAfee Labs Threat Report (August 2019)

[Cybersecurity challenges to american state and local governments UMBC 2019](https://www.gao.gov/products/GAO-16-696T)  
(<https://www.gao.gov/products/GAO-16-696T>)



## Disaster Recovery and Continuity of Operations

Even more important is to have comprehensive backup and disaster recovery strategy to protect against multiple risks while keeping all of your critical data and systems available.

There are very few organizations for whom a major data loss, security breach, or instance of system unavailability stands to be less than a catastrophic and costly event. We all hope that worst-case scenarios never happen, but the fact is that they do. When they do, you have to be ready to respond with the degree of speed and efficiency your business demands. Both cloud backup (BaaS) and disaster recovery (DRaaS) focus on minimizing data loss when a disaster strikes and provide the business continuity that is needed for any SLED organization.



## Hybrid Cloud Computing

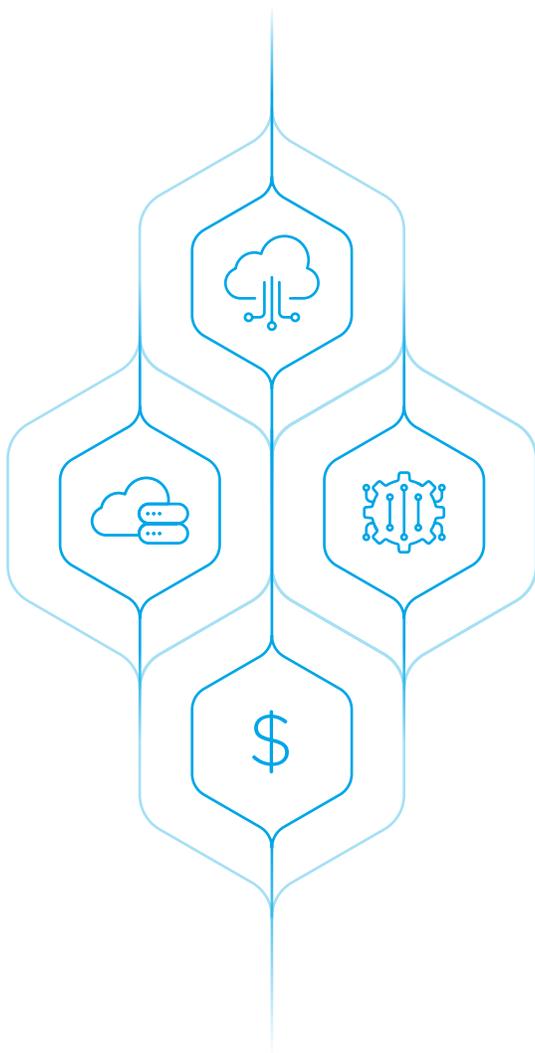
Many SLED organizations either have a cloud strategy or plan to implement one in the future.

The flexibility to choose the most cost-efficient backup and recovery option for your organization is ideal for SLED organizations with smaller data centers, especially when there isn't a lot of budget for a hardware backup and additional offsite co-location (COLO) costs. The primary benefit of a hybrid cloud is agility. The need to adapt and change direction quickly is a core principle of any digital business. In addition, with a cloud solution you can choose which data you want backed up, providing an extra layer of resiliency, while keeping costs low.



## Infrastructure Modernization

In the past, organizations that wanted to develop IT capabilities were required to establish their own on-premise IT infrastructure. That meant leasing a data center, bearing the up-front capital costs of new computer equipment and developing in-house capabilities to develop and maintain applications.



For many organizations, the massive technical and financial requirements of building and maintaining IT infrastructure are cost-prohibitive. There is also the desire to eliminate the need for the cumbersome bid process, expensive equipment refreshes and complicated upgrade scenarios.

Cloud computing has created the opportunity for organizations to access the data storage and computing capabilities that they require, on an as-needed basis and with a significantly reduced up-front cost.

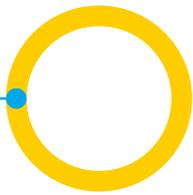
The exact benefits will vary according to the type of cloud service being used but, fundamentally, using cloud services means organizations do not have to buy or maintain their own computing infrastructure.

No more buying servers, updating applications or operating systems, incurring power and cooling costs or decommissioning and disposing of hardware or software when it is out of date, as it is all taken care of by the cloud partner.



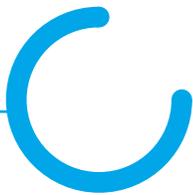
## Budget and Cost Control

Funded by taxpayers and limited by annual fixed, and sometimes extremely tight, budgets, SLED organizations must find ways to get the best infrastructure and performance while limiting costs.



**3%**

**SLED SPENDING GOES  
TOWARDS INFORMATION  
TECHNOLOGY**



**75%**

**IT SPENDING GOES  
TOWARDS AGING  
SYSTEM MAINTENANCE**

In many cases, SLED organizations are more likely to use equipment longer than other organizations or businesses, so it's important to be future-proofed. Only around 3% of all SLED spending goes toward IT. And out of that small amount, the Government Accountability Office estimates that more than 75% of IT spending is allocated to the operation and maintenance of legacy systems that are rapidly aging.

Furthermore, budget constraints intensify talent and skills shortages. In a competitive labor market, public sector institutions have traditionally been at a disadvantage in attracting and retaining the skilled talent required to drive modernization. They are limited in being able to match private sector firms that offer highly competitive wages, innovation-oriented cultures, modern tools and technologies, and a wide breadth of opportunities.

As such, the focus for SLED agencies is rightfully on maximizing the efficiency of their limited resources. Using cloud services means companies can move faster on projects and test out concepts without lengthy procurement and big upfront costs.

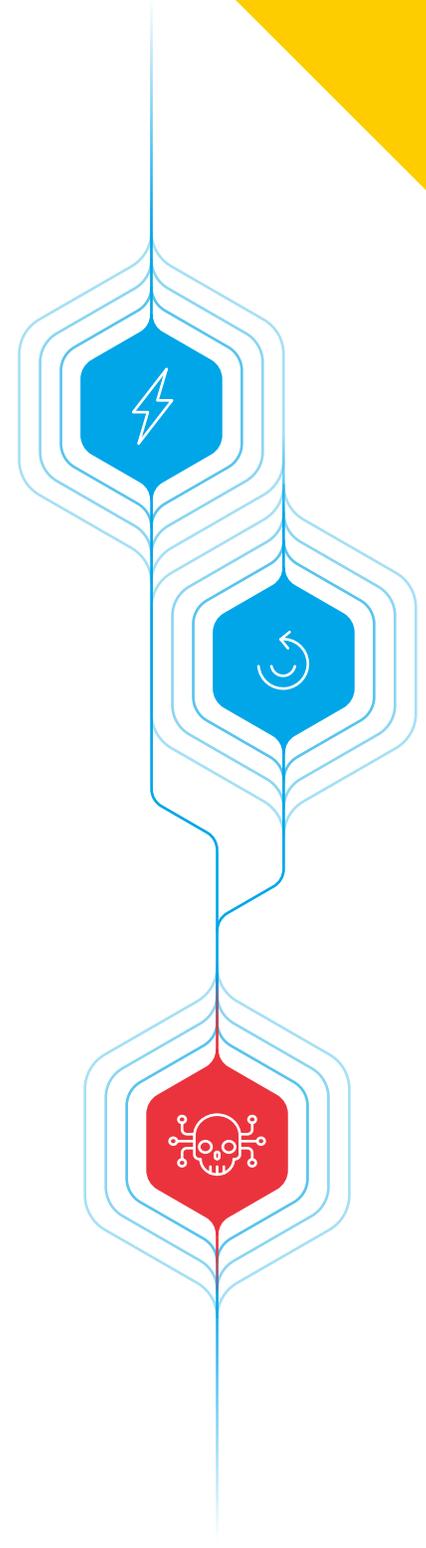
Choosing a cloud solution built on industry-standard hardware is one way to dramatically cut costs, improve performance and manageability, and get the scalability needed.

iland, an industry-leading provider of secure application and data protection cloud services built on proven VMware technology, is helping state, local government and education (SLED) customers around the world move to the cloud and level the playing field against ransomware attackers to keep data safe and operations up and running. City governments, large and small, are responsible for critical services that materially impact the quality of living and safety of their citizens. Yet, their IT organizations are forced to operate with scarce resources, small budgets and limited expertise to combat challenges like natural disasters and ransomware attacks.

IT professionals with state and local government agencies are consistently under-resourced when combating challenges like natural disasters and ransomware. At the same time, staff is tasked with literally keeping the lights on and maintaining critical services. iland helps take the weight off their shoulders by protecting their data in the iland cloud with air-gapped backups and disaster recovery solutions, or by migrating their live server workloads into the iland Secure Cloud Platform with enterprise class support.

iland is working with hundreds of state and local governments and schools around the world to help fortify their IT strategies and guard against ransomware attacks through an intelligent migration to cloud-based services for infrastructure, disaster recovery and data backup. In addition, with help from iland, these organizations are able to replace aging equipment on premises with affordable and award-winning subscription-based cloud services paired with security and compliance experts available around the clock.

iland Disaster Recovery as a Service (DRaaS) and Backup as a Service (BaaS) help protect against ransomware attacks and natural disasters by maintaining multiple copies of data, including optional air-gapped copies of data, offsite in one of iland's 10 secure global data centers. Furthermore, iland backup solutions meet the strict criteria of numerous compliance requirements including NIST, ITAR and others. For example, the U.S. Criminal Justice Information System (CJIS), which contains information maintained by federal law enforcement agencies, including the FBI. Local law enforcement agencies access this system for background checks and employment verifications.



# iland provides complete cloud solutions including:

**DR**  
Secure DRaaS



iland Secure DRaaS enables IT workloads to be replicated from virtual or physical environments to a secure cloud infrastructure.

**IaaS**  
Secure Cloud



iland's Secure Cloud BaaS integrated with Veeam Cloud Connect technology offers an easy and cost-effective cloud solution for offsite backup and archives.

**BaaS**  
Secure Cloud Backup



iland's Infrastructure as a Service (IaaS) provides a self-service cloud infrastructure built on VMware vCloud and Cisco Powered technology designed to support a variety of workloads, disaster recovery and compliance needs.

With simplified, all-inclusive pricing for iland IaaS, BaaS and DRaaS solutions, customers have the ability to make monthly payments based on their workloads and data storage needs. iland also provides state and local customers with iland Catalyst, a complementary cloud assessment tool that simplifies the journey to the cloud and makes it easier for organizations using VMware to model and right size cloud requirements for cloud backup, disaster recovery or migration without costly over-provisioning or detrimentally under-provisioning. The goal is to continue to meet the needs of all SLED organizations with a clear and simple path to the cloud.

Protect business.  
Power innovation.

