

## Think Cloud. Think Daston.

Daston is a professional services company providing a wide range of information technology and business management solutions to government and commercial clients. Founded in 1992 and headquartered in Northern Virginia, Daston is a woman-owned small business with a Top Secret Facility Clearance that has gained a reputation for superior customer service and high-quality solutions tailored to our clients' specific needs.

Most recently, we have developed Daston Cloud First, a business practice dedicated to helping federal and local government agencies implement cloud computing to transform their information technology business model from on-premise to on-demand.

Leveraging offerings from our best-of-breed technology partners, we work with our clients to craft a clear migration strategy, implement and integrate the solution, and boost user adoption.

Our goal is to help clients:

- Minimize capital expenditure
- Achieve greater performance
- Gain greater independence
- Simplify business processes
- Improve communications within their organizations
- Strengthen collaboration between employees and partners

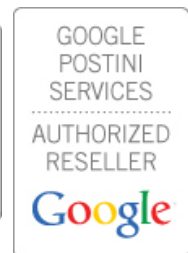
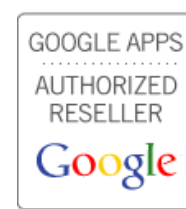
This paper provides an overview of our **Google Apps for Government** solutions offerings.

## Google Apps for Government from Daston

Government agencies require solutions that enable their personnel to communicate and collaborate seamlessly and securely from both traditional offices and from the field over a range of devices. Google Apps for Government provides the accessibility and availability sought by today's mobile workforce. Requiring no capital investment or persistent IT management, Google Apps enables agency personnel to connect and collaborate in real time on docs, presentations, spreadsheets and drawings via their browser. Simultaneous collaborative conversations can be active in chat and video links while collaborating on open files. Information remains secure, accessible, and locally managed by functional teams as they drive to accomplish their mission.

As one of the first Google Apps enterprise reseller partners and one of the most experienced implementation service providers, Daston has enabled numerous government agencies to realize the benefits of Google Apps for Government messaging and collaboration solutions. In fact, Daston has tens of thousands licenses under management and has facilitated the migration of several large state and local agencies to Google Apps for Government.

Daston is one of the first Google Apps enterprise partners in the Mid-Atlantic area and one of Google's most experienced implementation partners.



## Google Apps Solutions

Google Apps is a FISMA-certified suite of messaging and collaboration tools. Messaging apps include email, calendar and instant messaging solutions to help employees communicate and stay connected, wherever and whenever they work. Collaboration apps include Google Docs, Google Sites and Google Video to enable users to create and share Web-based documents, spreadsheets, drawings, presentations, and video. These web-based services:

- Can be securely accessed from any browser.
  - Work on mobile devices such as BlackBerry and iPhone, Android and smart phones.
  - Work with the most popular mail clients such as Microsoft Outlook, Apple Mail, Thunderbird and more.
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- Provides the ability to use a SAML-based Single Sign-On (SSO) to integrate seamlessly with existing enterprise security and authentication services.

## Messaging Apps



**Gmail** is an intuitive email service that offers 25 GB of storage per user (50 times the industry average). The application also features:

- Easy contacts management
- Time-saving features like message threading, message labels, and fast message search
- 25 MB maximum mail attachment size
- Mailing list functionality and easy content sharing with groups
- Built-in email migration tools and API
- Over-the-air mobile access on BlackBerry devices, the iPhone, Windows Mobile, Android and many less powerful phones
- Email message filtering, anti-virus and anti-spam is provided by Google Message Security, enabling agencies to protect and secure sensitive information with additional filtering and customize spam protection. Google Message Discovery, powered by Postini, provides archiving and ediscovery to mitigate compliance and e-discovery risks by providing up to a 10 year archive.
- Google Message Encryption, powered by Postini, provides on-demand message encryption for your organization to securely communicate with your agency's partners.



**Google Calendar** is a tightly integrated web-based calendar application that works in concert with the other Google Apps functions and is also interoperable with other popular calendar applications. It enables agency personnel to work together efficiently by making it easy to share and overlay multiple calendars, send invitations, and manage replies. Team or project calendars may be easily embedded into web pages or published publicly via Google Calendar gallery to promote agency events. Google Calendar features are accessible from any computer or via mobile devices and include multiple sharing permission controls to maintain security and privacy.



**Google Groups** allows agencies to create and manage online communities and share information via email or web discussions. Group owners can add or remove members, and control how members access the content (individual messages, daily

digests, or no email at all). IT administrators have advanced capabilities and control the types of groups employees can set up and their visibility (if at all) outside the organization.

## Collaboration Apps

Google's collaboration apps share several important features and benefits:

- Powered by the web, these apps provide agency personnel with access to the information they need anywhere, anytime.
- The apps work across operating systems, running in the browser on PC, Mac and Linux computers, as well as via mobile devices. Making data securely available from the browser improves productivity and minimizes the amount of sensitive data stored on devices.
- To ensure security, the apps provide system and site-level security controls, enabling administrators to manage sharing permissions across the agency/department, and authors to share and revoke file access at any time.



**Google Docs** supports popular formats such as .doc, .xls, .ppt, and .pdf., it enables users to edit the same file at the same time, and eliminates the need to collaborate via attachments. Employees can start a project with software such as Microsoft Office, and use Google Docs to share files with coworkers for collaborative editing.

Everyone accesses the same online copy of the file in Google Docs, so there are no attachment compatibility problems, inbox storage quota issues, or versions to reconcile. When the group is done editing, the file can be kept in Google Docs, or exported back to the original format. Files stored on Google Docs are always accessible and backed-up online.



**Google Cloud Connect** for Microsoft Office brings collaborative multi-person editing to the familiar Microsoft Office experience. You can share, backup, and simultaneously edit Microsoft Word, PowerPoint, and Excel documents with coworkers. Features include:

- Simultaneous editing for Word, PowerPoint and Excel files, no document or paragraph locking
  - Google Docs sharing URLs for each Microsoft Office file
  - Revision history for Microsoft Office files, stored in Google Docs
  - Offline editing with smart synchronization of offline changes
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**Google Sites** enables agencies to create secure, collaborative web pages for intranets and team projects to centralize documents, spreadsheets, presentations, videos, and slideshows to help keep teams organized. No coding or HTML is required and templates for project workspaces, team sites, intranets and more are included.



**Google Video** is a video hosting and sharing solution that enables organizations to use video for internal communication and collaboration. Built on top of the same powerful infrastructure that powers YouTube, Google Video provides a highly scalable, reliable and secure platform for managing videos within your organization. With Google Video, an agency can upload and share videos with everybody at an organization or just with specific people; view and annotate videos with just a standard browser; and search across video content using Google search technology,

## Security and Reliability

Google has made large investments in physical and process-based security, leveraging the latest technologies and some of the best practices in the industry for datacenter management, network application security, and data integrity. In fact, Google Apps has been built and certified to meet the government's stringent information security criteria.

- **FISMA Certified:** Google is the first in the industry to complete FISMA certification for a multi-tenant cloud application. Google Apps has received an authority to operate (ATO) at the FISMA-Moderate level; an independent auditor assessed the level of operational risk as Low. Google's FISMA documentation is available for review by agencies interested in comparing the security of Google Apps to that of existing systems
  - **Segregated, U.S-Based Data Storage:** Google Apps for Government provides segregated systems for US government customers. Government customer data is stored in the US only. This "community cloud" – as defined by the National Institute of Standards and Technology – is available now to any federal, state or local government in the United States.
  - **Hardened Data Centers:** Google's data centers are hardened with many of the latest measures in security precautions, including biometric access controls and multi-tiered security perimeters. Furthermore, Google has implemented a multi-layered security process protocol designed to help keep customer data safe. These processes have been independently verified in a successful third-party SAS 70 Type II audit to verify confidentiality, integrity and availability of customer data. Furthermore, Google efficiently manages security updates across our homogeneous global cloud computing infrastructure.
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This minimizes customer exposure to identified threats and vulnerabilities so customers are not exposed to known vulnerabilities until they install security patches themselves.

- **99.9% Uptime:** Through synchronous replication, data and user actions in Google Apps are mirrored in nearly real-time across multiple data centers. If one data center becomes unavailable, the system is designed to instantly fall back to a secondary data center with no user-visible interruption. For Google Apps customers, the recovery point objective (RPO) design target is zero, and the recovery time objective (RTO) design target is instant failover.

Gmail, Google Calendar, Google Groups, Google Docs and Google Sites have a 99.9% uptime guarantee, and actual reliability has been significantly higher than this commitment. Attempting to replicate this level of reliability with on-premise or hosted technology is tremendously costly and complex. Even very large enterprises with state-of-the-art disaster recovery systems typically target a recovery time of one hour and accept the loss of one hour's worth of data.

## Migration and Implementation Services

As a full service federal integrator, Daston offers a range of services to support organizations as they move into the cloud. These include the following:

- **Strategic Facilitation:** To best serve its constituencies, an organization must engage in strategic planning to clearly define objectives and assess the internal and external situation to formulate and implement strategy, evaluate the progress, and make adjustments as necessary to stay on track. Daston offers proven experience helping agencies throughout the strategic planning process, ensuring an alignment of the organization's vision across the organization and clear understanding of the roles and responsibilities.
  - **Pilot/Proof of Concept:** Although Google Apps products are easy to use and learn, switching an organization's email, calendar, and document-authoring applications to Google Apps will initially impact users. Through a concentrated pilot, representative users will be able to experience Google Apps functionality, explore features, and determine the impact on the local user community. Daston duplicates the production deployment on a small scale, so clients may evaluate Google Apps without changing their existing infrastructure or disrupting normal business operations.
  - **Establishing Mail Services:** Daston will fully configure Google Apps for Government, including spam, virus, and content filtering, and will provide training so new users can hit the ground running and leverage the full capabilities of the Google Apps platform. Setup includes:
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- Verify Domain in Google Apps
  - Configure Gmail Settings and MX Records
  - Customize the Appearance to Capture Organization-Specific Branding
  - Create User Accounts
  - Create Groups and Email Lists
  - Enable SSL Domain-Wide
  - Enable APIs
  - Set Up Custom URLs for Google Apps Services
  - Configure Calendar Settings, Create Resources and Sharing Options
  - Configure Google Sites and Google Docs Settings and Sharing Options
- **Migrating eMail, Contacts and Calendar:** Daston has helped many organizations smoothly transition from legacy systems to Google Apps. We set up a dual-delivery environment to keep users on their current mail platform while the migration takes place, and have developed a good metrics of the levels of effort required to migrate users from environments such as Groupwise, Exchange, and Lotus Notes.
  - **LDAP/Active Directory Integration:** Daston offers the experience and expertise required to integrate a client's on-premise and web applications to provide quick and easy access to the information needed. This includes installing and configuring Google Apps Directory Sync. Directory Sync provisions users and groups automatically by connecting the client's user directory to your Google Apps domain. This allows organizations to create, update, suspend, and delete accounts all from their existing environment. These changes are automatically replicated in the Google Apps environment, increasing productivity and lowering management costs.
  - **Implementing Google Message Discovery and Encryption:** Daston also enables organizations interested in improving email security, discovery, and encryption through the implementation of either Google Message Discovery or Google Message Encryption. These services are powered by Postini, which is a Google company known for its success in ensuring email security for more than 50,000 businesses and government organizations by protecting them from unwanted messages and viruses.

By enhancing the Google Message Security solution with Google Message Discovery, Daston helps clients define and develop agency-wide filters to control the flow of sensitive information and helps agencies address compliance and e-discovery challenges.

Google Message Encryption service provides on-demand message encryption enabling an organization to securely communicate with business partners and customers according

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to security policy or on an “as-needed” basis without any additional software, hardware, or technical training.

- **Google Apps Usage and Adoption:** It is not enough to just install a new software package and expect immediate large-scale adoption. Daston’s usage and adoption services provide a comprehensive strategy to communicate change value in terms relative to the users. By providing a coherent communications strategy and low threat learning opportunities, the entire organization can embrace the change by understanding how it supports the organization’s mission and vision.
- **Project Management:** Daston understands that effective project management often dictates the success or failure of an effort. Daston can provide clients with experienced, PMI-certified project managers who have overseen the successful migration and implementation of Google Apps for numerous organizations.


## Google Apps for Government:

### Proven Costs Savings and Procurement Made Simple by Daston

Google's web-based messaging and collaboration apps require no hardware or software and need minimal administration, creating tremendous time and cost savings. In fact, a leading research firm found that Google Apps is as little as 1/3 the total cost of competing solutions.

Daston offers an ROI calculator service to help agencies considering a move to Google Apps quantify the variables, define the cost expectations, and estimate the Return on Investment. This service is provided free-of-charge.

To simplify procurement and support the implementation of Google Apps for Government Solutions, Daston has worked with the General Services Administration (GSA) to place Google Apps for Government and Positini licenses on apps.gov and on the company’s IT 70 Schedule at discounted rates. Daston has also established IT 70 rates for Cloud Engineers to assist with the implementation and mail migration efforts associated with moving to a Google Apps for Government solution.



For more information on Google Apps for Government, Daston’s full range of implementation services, or to request an ROI evaluation, contact:

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