ZUERCHER

Avoiding Future Shock in Your Software System

How do you assess the impact that managed servers can make on your public safety software system? It's not a minor technical question. Your new CAD, RMS, or JMS is likely one of the largest purchases your agency will make in decades. It needs to be a decision that you can stand behind and support for 5, 10, 15 years or more.

Equally important is your decision on how to handle your servers. Will you try to manage your own server system or will you let a team of experienced server administrators partner with you? This decision can affect your budget, staffing, system performance, and ultimately, the safety of your responders and community. A managed server system allows you to "future proof" your software system, accommodating those factors you can't predict, such as future needs and growth, with predictable costs you can count on year after year. Zuercher Technologies provides managed servers for the Zuercher Suite software system. The cost-benefit of this system is clear. How does it work?

A Turnkey Solution

When you purchase Zuercher Suite software, the servers that run your system are completely maintained by Zuercher staff as part of the standard maintenance agreement. Zuercher sizes your server system based on your specific situation and usage needs, then configures and prepares them, and ships your onsite servers to you.

You own the solution: the operating system, database software, physical servers. You own Zuercher Suite and your data. The servers are located at your agency. However, you're not responsible for the server hardware. Zuercher constantly monitors them for performance and network load. When it's time to replace the servers, Zuercher purchases the new ones for you as part of your maintenance contract. Experienced staff make sure your servers are always able to handle what your system requires.

FACTORS TO CONSIDER

Cost
With Managed Servers Maintenance fees cover both upfront costs and any replacements or upgrades

Without Managed Servers Pay upfront costs plus future replacement costs, staff need to spend time ordering and configuring

Performance
With Managed Servers Optimal system performance due to fast access to continual updates, diagnostics on performance metrics

Without Managed Servers System updates are slower, problems not identified until performance declines

Reliability
With Managed Servers Servers have access to backup power and internet, your data is safe, even in disaster

Without Managed Servers If hardware fails, for any reason, you only have what you have backed up

Scalability
With Managed Servers If staffing or technology changes the demand on your servers, they are upgraded or replaced for you

Without Managed Servers May have to purchase additional server hardware to meet growing demands

Security
With Managed Servers System is constantly monitored for any problems by a team well-versed in the vulnerabilities of computer systems

Without Managed Servers Any mistakes leave the door open for data breaches, virus attacks, and other concerns

Expertise
With Managed Servers Experienced tech professionals use performance metrics and diagnostics

Without Managed Servers Staff IT has to spend time learning and keeping up to date on complex systems

Pain-Free Updates

Included, without cost to your agency, Zuercher provides three to four major software updates for Zuercher Suite per year. This ensures that the agency is kept current with any standard changes as well as regular improvements and additions to the software. Major releases are generally installed on training servers first, and are installed on production servers a few weeks later. The procedure is tested and designed to go smoothly and quickly.

This system allows Zuercher to release new software with minimal down time, keeping your software secure and up to date with minimum impact on your daily operations. On a continual basis, Zuercher staff perform minor releases, small bug fixes, or agency-specific changes.

> **"We had dire issues with the servers with our old system and we lost a year of data in one incident and had to re-enter it all. All the inmates, all the data. Everything was gone."**
>
> **- Paul Banowetz, System Analyst**
> **Clinton County Sheriff's Office, Iowa**

Fully Backed Up

Zuercher Technologies has worked diligently to put together an automated rolling backup process. Any changes or additions to your non-CJIS Zuercher Suite data are constantly streamed to your warm standby server, our secure off-site storage facility, or both. Because the data flow is constant, lower bandwidth is required than in systems that use large file transfers. Your backups are done without compromising your system performance.

If your agency has a catastrophic failure (such as a fire, flood, or tornado) Zuercher can help you restore your data typically within 30 minutes or less of the time when the failure occurred. In most cases, the difference is as little as 15 minutes. No matter what happens, your Zuercher team is there to help you every step of the way.

Free Your IT

Your onsite IT support is simplified and made more efficient. Your IT staff have enough other responsibilities to handle. Your personnel are only responsible for ensuring that Zuercher Suite servers are plugged in and powered on. They don't have to download or install updates, manage servers, or back up your system. Plus, the reliability of Zuercher's system means that your IT staff won't be wasting time bringing a failing system back online.

No Budget Surprises

Zuercher's managed server system provides a cost you can count on. Your agency can budget for your yearly maintenance without fear of having to replace servers or be forced into a paid software upgrade. Zuercher Suite software is continually being improved and those updates are made to your system every year without additional

Managed Services

Zuercher's managed servers are part of a comprehensive managed services plan that includes:
- 24X7 Support
- Training Webinars
- Yearly User Conference
- Configuration
- Data Conversion

> **"I can go home and I don't have to worry about anything. The system just works."**
>
> **- Brandon Peeler, Deputy Director**
> **Cherokee County 9-1-1, South Carolina.**

Learn more about managed services at www.zuerchertech.com
or by calling 1-877-229-2205