NWRDC
FLORIDA'S CLOUD BROKER

and

Information Technology Services

Who We Are

- Serving public and not-for-profit entities for over 50 years, NWRDC is one of Florida's leading IT providers for government and educational communities.

- We are a dedicated service organization committed to providing a wide range of technology support to our customers on a cost recovery basis.

- Self-funded, not-for-profit auxiliary of Florida State University. No state funding received.

- Facilities in Tallahassee and Atlanta

- Over 110 State, K-12, College, University, City, County, and Local Government customers.

NWRDC CUSTOMERS BY REGION

Northwest

Holmes County School District, Bonifay
Calhoun County School District, Blountstown
Liberty County School District, Bristol
PAEC, Chipley
Washington County School District, Chipley
Walton County School District, DeFuniak Springs
ELC of the Emerald Coast, Ft. Walton Beach
Jackson County School District, Marianna
Santa Rosa County School District, Milton
Jefferson County School District, Monticello
Bay County School District, Panama City
Gulf Coast State College, Panama City
Escambia County School District, Pensacola
University of West Florida, Pensacola
Gulf County School District, Port St. Joe
Gadsden County School District, Quincy

Tallahassee:
Big Bend Hospice
Department of Business and Professional Regulation
Department of Children and Families
Department of Corrections
Department of Education
Department of Health
Department of Highway Safety and Motor Vehicles
Department of Juvenile Justice
Department of Management Services
Department of Revenue
Department of State
Department of Transportation
Florida Agricultural and Mechanical University (FAMU)
FAMU Developmental Research School
Florida Board of Governors
Florida Center for Interactive Media
Florida Commission on Human Relations
Florida Digital Service
Florida Office of Early Learning
Florida Lottery
Florida Prepaid College Board
Florida State University (FSU)
Florida State University Schools
FSU Facilities
FSU Foundation
FSU Health Services
FSU Police Department
Florida Virtual Campus
Statewide Guardian ad Litem
Tallahassee Memorial Health Care

West Central

Hernando County Clerk, Brooksville
St. Petersburg College, Clearwater
Florida Polytechnic University, Lakeland
Hillsborough County School District, Tampa
University of South Florida, Tampa
Polk State College, Winter Haven

Southwest

Florida Gulf Coast University, Ft. Myers
New College of Florida, Sarasota
Ringling Museum of Art, Sarasota
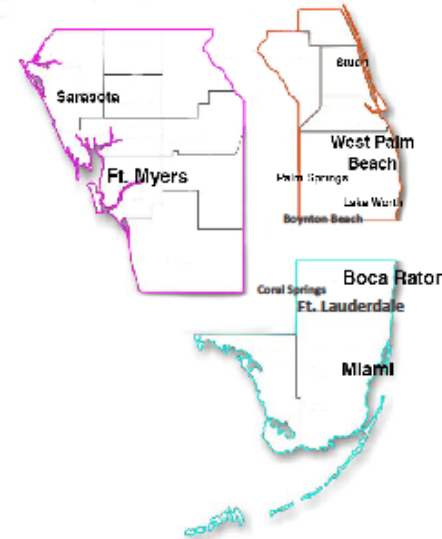
Northeast

Nassau County School District, Fernandina Beach
Alachua County Government, Gainesville
Santa Fe College, Gainesville
University of Florida, Gainesville
City of Jacksonville
University of North Florida, Jacksonville
Columbia County Schools, Lake City
Suwannee County School District, Live Oak
Florida School for the Deaf and the Blind, St. Augustine
St. Johns County School District, St. Augustine

East Central

Orlando:
Florida Virtual Schools
Orange County Clerk of Courts
Orange county Comptroller
Orange County Government
University of Central Florida

Southeast

City of Boynton Beach
Palm Beach State College, Lake Worth
Palm Beach County Health Care District, Palm Springs

West Palm Beach:
Palm Beach County Clerk and Comptroller
Palm Beach County Department of Health
Palm Beach County School District
Palm Beach County Government
Palm Beach County Office of the Public Defender

South

A.D. Henderson University School, Boca Raton
City of Boca Raton
Florida Atlantic University, Boca Raton
City of Coral Springs
City of Delray Beach
Broward College, Ft. Lauderdale
Dade School District, Miami
Florida International University, Miami

1/10/2023

Toolkit of Services

- Infrastructure Services – Public/Private Cloud Offerings

- Storage and Recovery Services

- Managed Services/System Support

- Colocation and Disaster Recovery

- Network Services – Tallahassee Fiber Loop

- Mainframe as a Service

- Disaster Recovery

Facilities & Infrastructure

- NWRDC's facilities are staffed and available 24x7x365. We provide environmentally controlled floor space at both our Tallahassee and Atlanta locations, including designated Criminal Justice Information Systems (CJIS) floorspace. In 2018, NWRDC's Tallahassee facility weathered Category 5 Hurricane Michael with no service interruption.

- Our Cloud Infrastructure Services (CIS) solution provides a fully hosted virtual data center in a resource on-demand model. CIS components are also available at multiple physical locations, allowing customers to perform disaster recovery exercises and conduct workload sharing across sites.

Networking

- NWRDC's 26-mile Tallahassee Fiber Loop (TFL) serves as the onramp to the Florida LambdaRail and Internet 2 for FSU, FAMU, and several other organizations. Firewall services and commodity internet services are also available.

Storage Services

- Storage as a Service (STaaS) provides high performance, fiber channel connected, on-demand block level storage that can be used within a customer's or NWRDC's physical or virtual environments. This fully-encrypted platform is available at both Tallahassee and Atlanta sites, making it an ideal solution for disaster recovery needs. Its scalability ensures our customers pay only for the storage allocated to them at any point in time, providing outstanding cost efficiencies over traditional models.

Backup and Recovery

- NWRDC's cloud-based Backup as a Service (BaaS), is available in a flexible, consumption-based model and provides customers with advanced control over their backup and recovery process. This on-demand solution eliminates the need to pay for extra storage customers may have sitting idle and is a key element in many of their disaster recovery plans.

- NWRDC can manage backups, or the customer can self-manage. NWRDC managed backups are tested every quarter to ensure recoverability.

Managed Services

- Managed services are offered for both physical and virtual servers. Our staff provide server installations, builds, configurations, patching, maintenance, server hardware/OS troubleshooting, as well as a robust monitoring toolset.

- NWRDC works to ensure our staff are up-to-date on the latest technologies with an annual 30-hour professional development requirement and a certification bonus reward program. Staff completed a total of 2,740 hours of professional development in FY 22-23.

Managed Services

194 Certifications Held, **94** Different Certifications Represented

Microsoft: **50**

CompTIA: **23**

ITIL: **33**

AWS: **21**

VMware: **6**

Oracle: **3**

AMP: **2**

Cherwell: **2**

CISA: **2**

CISSP: **2**

ISO/IEC 20000 Foundations: **2**

PMP: **2**

Solaris: **2**

HP: **2**

Florida Certified Contract Manager: **7**

Other: **30**

Mainframe as a Service

- In 2020, NWRDC established a State of Florida cloud solution for mainframe services, available through a capacity-on-demand model. This z/15 platform, maintained by business partner Ensono, is available in both Tallahassee and Atlanta sites.

- MFaaS generated an initial savings of $700,000 for the State of Florida in FY 20-21. Through recent software optimization efforts, NWRDC was able to secure an additional $6.7M in mainframe cost savings for the state through 2025.

Partnership Program

- Cost-effective solutions in cybersecurity, disaster recovery, and cloud computing.

- Cloud partnerships:
  - Amazon
  - Microsoft
  - Oracle

- Security Partners: SecureWorks, ForeScout, Proofpoint, Symantec

- NWRDC's partnership program saved the citizens of Florida more than
  - **$6.2M** in FY 20-21
  - **$3.8M** in FY 21-22

The NWRDC Advantage

- Flexible, on-demand, shared-cost models offer access to enterprise-level services and facilities that would be challenging to implement individually.

- As an auxiliary of FSU, public entities may contract with NWRDC without engaging in a lengthy bid process.

- NWRDC is a self-funded, cost-recovery organization. All surplus funds are returned to our customers each year in the form of credits or service rate reductions.

Proposed Framework
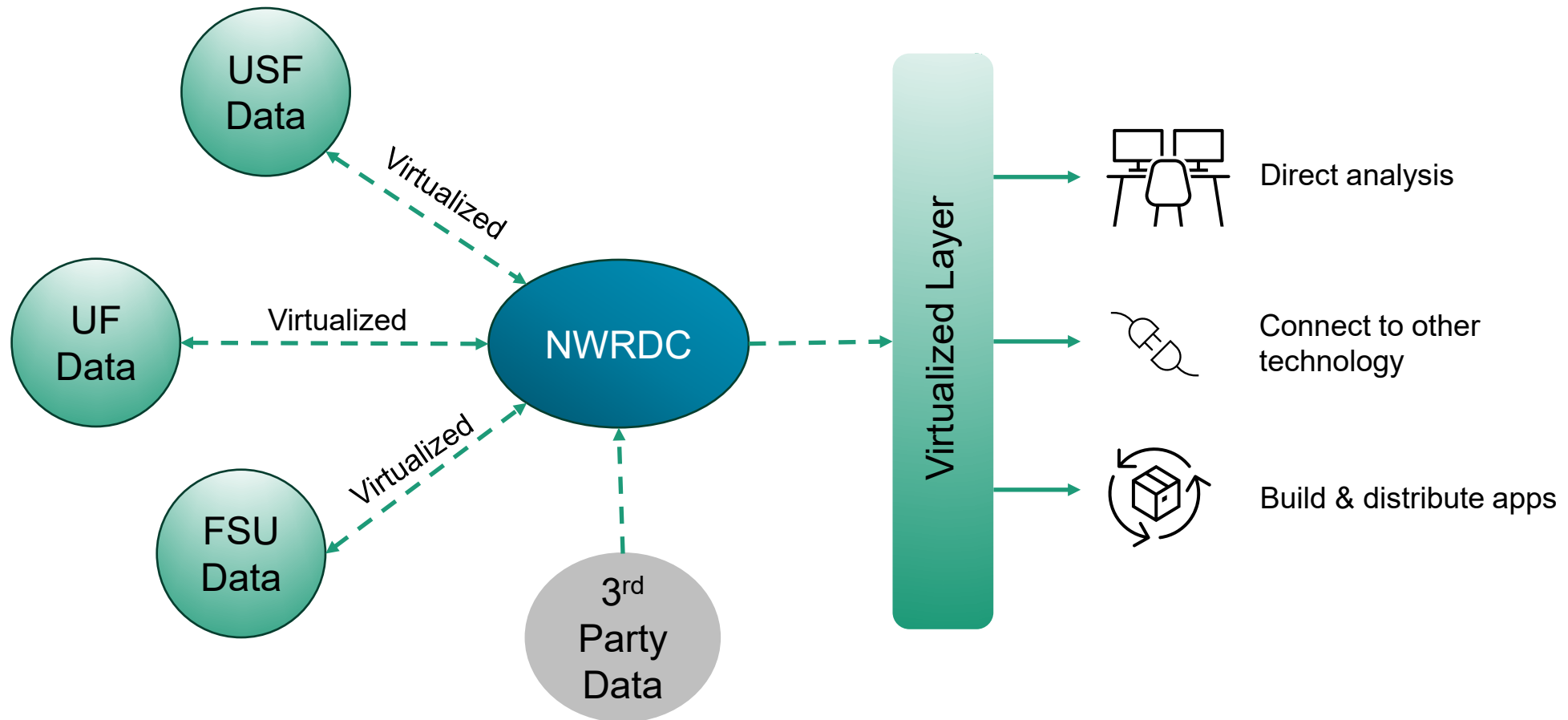
Current Use Cases

- Patient 360

- Patient Apps

- Wearables

- Physician notes

- Unstructured data analytics

Data Security

- End-to-End Encryption

- Complete auditing

- Strong authentication

- Role-Based Access Control

- Data can always be recovered

- HIPAA and FedRAMP compliant

More Information

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