

1. What business problem were you trying to solve by implementing this project/application?

The City of Deltona's network infrastructure consisted of a mix of Frame Relay circuits along with Fractional T-1 circuits and PRI, Point to Point circuits along with some DSL sites running a very limited version of VPN.

These circuits were provided by no less than 5 different vendors, and consisted of "bonded copper" pipes. This infrastructure was not only slow but very cumbersome and time consuming should there be a need for repair, and did not provide adequate bandwidth to allow all sites to connect to the basic production application set used by staff. This platform also could not support the City's investment in VOIP technology / topology. The real "trick" to this project was designing a compelling business case for Brighthouse to see the value in partnering with The City to improve our service delivery.

2. Describe the features, functionality and benefits of the project/application.

Purpose of the project was to move to a single fiber based redundant platform connecting 17 City facilities. This would allow for uniform equipment deployment on the hardware side and standardize application deployment instead of several rather cumbersome "custom" in-house soft applications as "middleware for accessing our production application data sets, via the old methods.

3. Describe the technology used to create the application.

Technology used was convincing Brighthouse into leveraging their existing cable / fiber network by adding enhancements so as to be able to provide commercial capacity to our facilities.

4. Did the project/application extend or replace an existing system? If yes, provide a description of what was accomplished.

The project replaced an antiquated, disjointed, inefficient patchwork of varied circuits with a redundantly fed industry standard Fiber based Metro-E solution. The entire platform is now standardized from the desktop to the Cisco Switches and Routers on through our continuing Green Operations Center initiative, which consists of using Blade Center topology along with Virtualization to remove and not replace single servers.

5. How has the business process been improved as a result of the project/application?

The ability to provide adequate bandwidth to all City Facilities allowed staff to examine every aspect of our production environment from work flow down to nightly backups. Work station equipment can now be standardized, allowing for targeted scheduled equipment replacement and provides the opportunity of possibility of moving to a leased equipment environment. Having this base communication platform allows the City to begin to explore emerging technologies for cost savings and efficiencies such as remote

Blade Centers and Virtualization. Immediate savings were realized as the City was able to eliminate over 85 Centrex phone lines by leveraging its VOIP solution to all facilities not just the City Hall campus. That move alone accounted for over Thirty Five Thousand Dollars a year in reduced recurring costs.

6. Provide data that demonstrates this improvement.

All City Facilities and therefore all City Staff are now connected to our full production suite which eliminates the need for independent redundant hard copies and logs. Permits and user lists along with all data is now accessible from any facility. E-mails, documents and now voicemails can be forwarded and transferred seamlessly. On call and shift personnel can now be alerted automatically and have the ability to "remote in" and assess the situation even before being dispatched to the site. Some events can be handled remotely just by the ability to access supervisory controls. Doing more with less is allowing the City to be as lean and flexible as possible. The WAN was designed so as to be able to support not only video surveillance but also to allow for multimedia functionality at all locations. We can even do remote live-TV and Live to Tape broadcasting from any City Facility.

7. What has been the economic benefit of the project/application (cost savings, cost avoidance, etc.?)

Last year's communication budget was Two Hundred Ninety Three Thousand dollars. That included all the diverse circuits listed in question 1 along with all the PRI and Centrex costs.

This year that amount is just over One Hundred Sixty Thousand Dollars for the Metro -E Circuits and Fifty Thousand Dollars for PRI expenses, for a grand total of Two Hundred Ten Thousand Dollars.

This project has saved over Eighty Thousand Dollars in just infrastructure costs alone. The final savings being realized by leveraging other technologies is still being calculated, but initial calculations show a reduction somewhere in the Ten to Fifteen percent range over all.

8. Who benefits from this use of the project/application?

Initially all City Staff but also the Citizens benefit as these improvements in platform and functionality along with the flexibility they now provide the City with regard to leveraging both standardized emerging technologies allow for continued cost savings wherever they can be found. Having deployed VOIP City wide has enabled IT to deploy E911 software so that in an emergency the phone can be used to determine the exact location of anyone reporting an incident.

9. What is the current usage of the project/application and what is the population that is eligible to use it?

All 298 City employees have access to the system, along with any citizen that uses any City Facility. They enjoy the full functionality and security the new platform affords them.

10. How has the project/application been marketed to end-users?

Since the system it replaced was widely criticized by City Staff for all its apparent shortcomings any change was seen as progress. Once Staff was able to experience firsthand the increased speed and functional access along with the ability to now utilize 4 digit dialing throughout the City VOIP network, any doubters instantly became converts.

11. History:

Deltona is a city of 80 thousand people but it was originally designed as a bedroom community that just experienced "uncontrolled" growth while under the county's supervision. Not much planning was provided for this growth and as such commercial development and the corresponding support infrastructure had never been planned into existence. When the City incorporated back in 1995 that lack of a town center and infrastructure were the most visible challenges facing the newly formed government. While strides have been made Deltona is still behind the times when it comes to the ability to embrace and participate in advanced technology, specifically because of this lack of formal structure. Getting any vendor to partner with us was a huge challenge as only Brighthouse met the criteria of a Fiber based and fully redundant turnkey solution. All the other vendors could only provide a blend of bonded copper and partial fiber and none would be sole source as the City is served by no less than four different Telco service providers, AT&T/CentryLink/ Brighthouse and DMS. The cost for them to install fiber for us was being quoted in the millions of dollars.

So getting Brighthouse to buy into our vision of a metro-E Wan was at first a challenge but to their credit they saw the viability and also how desperately the City was in need of a solution and they made the business decision to "step up" and partner with us.

This partnership has been the catalyst for allowing IT to begin to move Deltona into the "modern age of technology". No longer are we "locked out" of leveraging advanced technology solutions for providing effective and efficient solutions to our staff and citizens because we do not have the infrastructure. With no plan for installing our own fiber ring anytime soon, this partnership has become the "life blood" for Deltona's future growth.



April 2, 2010

Becky Brennan
Florida League of Cities
125 E. Colonial Drive
Orlando, FL 32801

Re: FLGISA Technology Achievement Award Letter of Support on behalf of the City of Deltona

Dear Ms. Brennan:

Bright House Networks is extremely proud of the relationship that we have forged with the City of Deltona in recent years. In 2007 we started with a simple 10 Mbps Dedicated Internet circuit at City Hall. Today, we deliver 17 different fiber optic circuits featuring point-to-point Metro Ethernet connections with diverse and redundant Internet connectivity.

Bright House Networks designed a solution that allowed the City of Deltona to move away from legacy T-1 and frame relay technology, into an extremely reliable and scalable fiber optic solution. The City of Deltona was able to accomplish this migration and lower their monthly telecom expense at the same time.

The City of Deltona and Bright House Networks are poised meet the ever changing demands of technology now and well into the future.

Respectfully,

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Florida League of Cities
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Re: FLGISA Technology Achievement Award Letter of Support on behalf of the City of Deltona

Dear Ms. Brennan:

The City of Deltona is one of our most valued Enterprise level accounts. Bright House Networks has been able to provide the City of Deltona a robust fiber network offering, the capacity to maximize efficiencies with their voice, video, and data networks, and provide them with significant cost savings.

Our partnership with the City of Deltona has been mutually beneficial over the years. The City of Deltona serves as a key point of reference for Bright House Networks as we continue to bid on and win other business in the Government/Educational sectors in our Central Florida and Tampa footprint. We look forward to a continued partnership with them for many years.

Respectfully,

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Becky Brennan
Florida League of Cities
125 E. Colonial Drive
Orlando, FL 32801

Re: FLGISA Technology Achievement Award Letter of Support on behalf of the City of Deltona

Dear Ms. Brennan:

Bright House Networks is pleased to have the opportunity to provide this letter on behalf of the City of Deltona in support of its nomination to receive the FLGISA Technology Achievement Award. The City of Deltona and Bright House Networks have formed a partnership that has successfully implemented a robust technological solution that meets their current communication needs and one that is scalable to expand along with the growth of the City.

In 2008, Bright House Networks and the City of Deltona worked together to develop a solution that addressed the City's data bandwidth needs for Metro Ethernet circuits. Metro Ethernet and fiber optics represents the future of wide and metropolitan area networking technology in a secure environment. Bright House Networks also provides the City with its Dedicated Internet Access service which features a 40Gbps core network and the latest DWDM and CWDM technology. These metropolitan and regional transport rings employ self-healing, fault-tolerant technology, and are scalable to expand and grow core the capabilities. In addition, media transceivers were installed that are proactively monitored by the Bright House Networks TEC team and are used to differentiate power outages from fiber outages for more efficiency in response times and troubleshooting. Bright House Networks provides an 802.1q encapsulated network handoff that is private to the customer and is not open to any other customer or provider. No other customer shares the same network tag as the City of Deltona.

Bright House Networks and the City of Deltona have formed a strong relationship that has been mutually beneficial. We are excited about the solutions that we have been able to develop with and provide to the City of Deltona and look forward to working with them for many years to come as we evolve both our communications services and requirements.

Sincerely,

Lori McCaffrey
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