



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



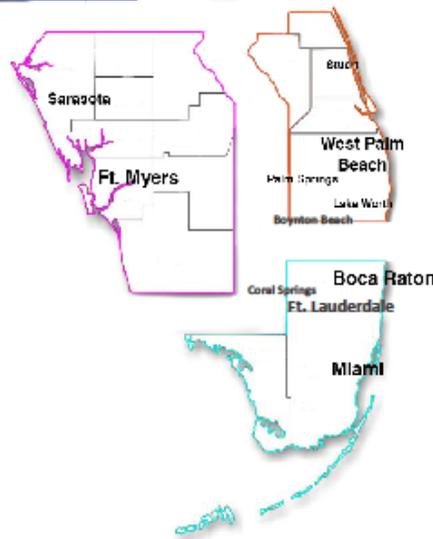
West Central

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

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**

ITIL: **33**

VMware: **6**

AMP: **2**

CISA: **2**

ISO/IEC 20000 Foundations: **2**

Solaris: **2**

Florida Certified Contract Manager: **7**

CompTIA: **23**

AWS: **21**

Oracle: **3**

Cherwell: **2**

CISSP: **2**

PMP: **2**

HP: **2**

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.

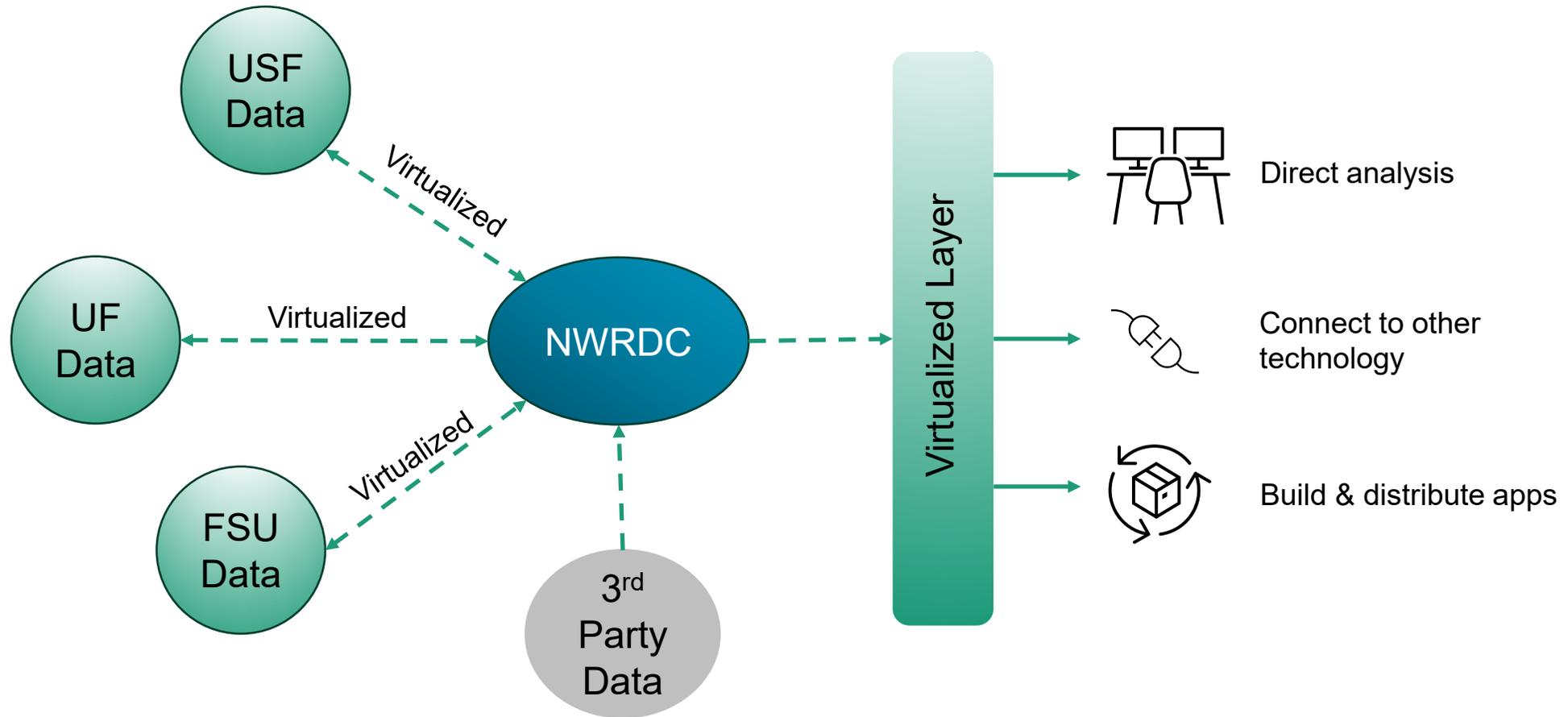
Partnership Program

- 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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