

## To Host or Not to Host

### *Cornell University Realizes Benefits of T2 Hosting*

Like most businesses, the decision whether to provide a service in-house or to outsource it is often based on the ability to utilize existing resources rather than absorb additional costs. For the parking operation at Cornell University of Ithaca, NY, the decision to move to the cloud and purchase hosting services from T2 Systems was not without due diligence and, for a period of time, some resistance.

Prior to 2011, Cornell University's parking operation created and self-hosted its own custom built parking management platform.

In 2011, Cornell's parking operation implemented T2 Flex, a *unified* cloud system for parking management. Shortly after implementing Flex, Cornell added eBusiness to their parking management solution, a web-based platform for selling permits, accepting ticket citation payments, managing appeals, and other online services that integrate with Flex.

**"We were able to take full advantage of economy of scale."**

"Hosting is something that we never thought we would benefit from outsourcing. Our IT staff is very capable of staying on top of maintenance and upgrades, and we felt there was no reason *not to self-host* Flex and eBusiness," says Joseph Lalley, Senior Director of Facilities Operations at Cornell University.

Despite the initial resistance, Cornell made an economic decision to host Flex and eBusiness with T2 Systems, and their satisfaction has been remarkable.

"We were able to take full advantage of economy of scale," says Lalley.

**Cornell Presents at T2 User Group Conference**  
By mid-year, Lalley approached T2 Systems with a request to speak at the 2011 T2 User Group conference. He enthusiastically presented "Why We Host with T2 (Top 10 Reasons)". The presentation resonated well with conference attendees who were interested in learning more about the real dollar savings T2 hosting provides.



## Cornell University Profile

### Overview

- Located in Ithaca, NY
- T2 solutions used: T2 Flex, eBusiness, PermitNow and T2 Hosting

### T2 Hosting Value

- Economy of scale: no additional equipment or software; IT staff focuses on other value-added work
- Cost savings: >\$20,000 (over a 3 year term)
- PCI compliance
- Seamless upgrades
- Reliably safe testing environment
- Real-time monitoring eliminates interruptions to workflow
- Sleep at night



## T2 Parking Solutions

### Real Dollar Savings

"We realized immediate and ongoing real dollar savings by not having to acquire additional hardware and software. My IT staff was able to focus on other projects and value added work," says Lalley.

Over a three-year term, the hosting fees for Flex and eBusiness are approximately \$27,000. In that period, Cornell's parking operation anticipates an overall savings of over \$20,000 (on hardware and labor costs) *after* paying for T2 Hosting—and no more hosting headaches (such as software updates and patches, hardware upgrades and maintenance).

### PCI Compliance

Another significant benefit that Cornell University realized is PCI DSS compliance. With the amount of credit cards processed through eBusiness, during events and day-to-day operations, it is imperative that Cornell meet PCI standards. The university was able to pass on compliance costs and mitigate risk by

hosting with T2, who has hugely invested in PCI compliance and continues to surpass the requirements for the hosting environment.

"The power and redundancy of the T2 Hosting Environment is far more robust than any parking management operation could *ever* facilitate in-house."

Jim Hutchins, Chief Information Officer at T2 Systems, says, "The power and redundancy of the T2 Hosting Environment is far more robust than any parking

management operation could *ever* facilitate in-house". Hutchins further explained that, through real-time system monitoring, T2 is often able to respond to a problem before Flex users would even be aware of an issue. This radically reduces interrupting parking management operations and day-to-day activities performed by the IT staff.

### Seamless Upgrades and Testing

From the Cornell IT department's standpoint, the upgrades for Oracle, Flex and eBusiness have been seamless. Because the hosting facility is SAS 70 Type II compliant, they also have experienced superior reliability in a safe environment for testing, production and report development.

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### Peace of Mind

Lalley said during his User Group presentation, "If you call T2 Support at 4:45 AM on a Saturday morning during implementation week, someone *actually* calls you back within an hour!"

The quality of T2's support was a decision factor in Cornell University's choice to host offsite. In order to relinquish control of hosting, Cornell's IT staff needed full confidence that their customers and parking management staff would not experience any adverse effects due to the transition. Lalley's #1 reason to host Flex with T2 was "My staff and I like to sleep at night".

For more information on T2 Systems' hosting benefits or T2 Flex, call 800-434-1502 or visit [www.T2Systems.com](http://www.T2Systems.com).