



Google Apps for Government

Reliable, secure online applications wherever you work

"The move to Google Apps took minimal time and effort, and our users now appreciate the reliability and large storage quotas of their new email system."

—James Ferreira, CIO Office of the New Mexico Attorney General

Developed to meet the specific needs of our government customers, Google Apps for Government helps agencies to reduce IT costs with web-based office applications that empower your employees to do more for less. Google Apps delivers reliability and security built on Google data centers, reducing your infrastructure and maintenance needs while supporting your agency's continuity of operations and disaster recovery plans. Google Apps is the first multi-tenant cloud application certified at the FISMA-Moderate level by the US federal government.

Google Apps offers a state-of-the-art email system that provides 50x the storage of a typical inbox, while dramatically lowering your agency's total cost of ownership. In addition, Google Apps includes a full suite of modern productivity tools – like built-in voice and video chat, document collaboration, and internal video sharing – to make your 21st century government workforce more productive.

Google Apps is a enterprise-ready solution, used by more than 2 million organizations with thousands more signing up each day.

An email system that dramatically lowers your total cost of ownership

For most government employees, email is an essential daily communications tool. Google Apps gives each employee a 25GB inbox – plenty of storage space to keep important messages. Built-in Google search makes it easy to find any message, while powerful spam filtering adds security and helps your employees focus on what's important. Because Google Apps is a secure, hosted, browser-based web application, employees can access email with just an internet connection wherever and whenever they work. Mobile access for BlackBerry, iPhone, Windows Mobile, and Android devices, as well as many other phones, is included at no additional cost.

Google Apps comes with tools for easily migrating users from existing email systems, including Microsoft Exchange and IBM Lotus Notes/Domino. Employees who are more comfortable using the Microsoft Outlook interface can continue to do so with Google Apps Sync for Microsoft Outlook, while realizing the benefits of additional storage and improved spam filtering.

Google Apps delivers all of these benefits while lowering total cost of ownership. Research shows that Google Apps can reduce costs by up to two-thirds relative to competing solutions. Switching to Google Apps lets you minimize the need for hardware, software, upgrades, and the maintenance and downtime they require. What's more, Google Apps reduces the energy costs needed to run email servers. Cutting costs for equipment, maintenance, and energy lets agencies dedicate more resources to their core mission.

Collaboration tools for the 21st century government workforce

Google Apps delivers the advanced technology government employees need to communicate and collaborate. In addition to email, calendaring, and instant messaging, Google Apps offers a suite of collaboration tools that make employees more productive and improve information sharing. Capabilities built in to Google Apps include:

- Integrated voice and video chat make it easier to communicate with remote employees and can support your agency's telework objectives.

"In addition to empowering employees across the city, everyone will benefit from Google's security controls, which will provide a higher level of security for City data than exists with our current system."

—Randi Levin, CTO, City of Los Angeles

About Google Apps for Government

Google Apps offers simple, powerful communication and collaboration tools for government organizations of any size – all hosted by Google to streamline setup, minimize maintenance and reduce IT costs. Google Apps includes email for your organization's domain, built-in voice and video chat, Google Calendar, and online document and site creation, helping your entire organization can share information and ideas more easily. Administrative tools, customer support and a range of APIs to make it easy for IT professionals to get Google Apps up and running and integrated with existing IT systems.

For more information, visit:

www.google.com/apps/government

Agencies can purchase Google Apps from a federal government GSA schedule at apps.gov or through an authorized Google Apps reseller.

- Web-based documents, spreadsheets, and presentations can be accessed securely from anywhere, and let employees edit the same file at the same time so everyone always has the latest version.
- Video sharing – like a secure, in-house version of YouTube – can support agency training programs and add a personal touch to employee communications.
- Access-controlled sharing of documents, calendars, videos, and websites within or beyond your domain, among individuals or groups

Google Apps continually adds new features – such as automatic translation of email and the ability to store and share any type of document – with easy administrator control and without patches or downtime. New features can be gradually introduced to end users to minimize change management impact. Since consumer versions of Google products are globally tested by millions, they are optimized for ease-of-use, keeping training requirements to a minimum. In fact, many of your employees are likely already familiar with Gmail and other Google Apps.

With a robust, reliable suite of tools that help users collaborate securely and work efficiently, Google Apps adds a layer of value to the systems your employees already use.

Google's reliable, secure infrastructure

Google's network of secure data centers is engineered for security, reliability, and redundancy, and are backed by some of the world's foremost experts in information, application, and network security.

Security. Millions of organizations trust this infrastructure – the same network that hosts Google's own applications and data – to keep their organization's most important data safe. Google Apps has received FISMA certification and accreditation from the US government at the FISMA-Moderate level. Google Apps for Government provides a "community cloud" – as defined by the National Institute for Science and Technology – for our government customers.

- Government customer data is segregated from that of non-government customers.
- Government customer data is stored in multiple existing Google data centers located only in the continental United States.

Initially, Gmail and Calendar data will be stored in this manner; we expect to support other Apps in the near future.

Google Apps can be integrated into your existing security infrastructure, with a single-sign-on API agencies can use to authenticate employees by way of your existing LDAP or other single-sign-on system. The applications run on your domain, and agencies maintain ownership of their data at all times. Learn more about the security of Google Apps at www.google.com/apps/trust.

Reliability. Google's application and network architecture is designed for maximum reliability and uptime, with inherent redundancy and independent subsystems. Google's computing platform assumes ongoing hardware failure, and robust software fail-over withstands that disruption, delivering excellent availability. Google's service level agreement guarantees 99.9% uptime for Google Apps for Government customers.

Disaster recovery. Disaster recovery is built in to Google Apps, with no additional licenses or cost. Customer data is replicated multiple times across Google's clustered active servers, so, in the case of a machine failure, data will still be accessible through another system. Google also replicates data to secondary data centers to ensure safety from data center failures.

