



COMMUNICATIONS-IT COMMITTEE TREVISO BAY MASTER TURNOVER

PRESENTER

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COMMITTEE CHAIR

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MISSION STATEMENT

The mission of Communication-IT Committee is to ensure that accurate information is provided, in a timely fashion, to the various Treviso Bay information user groups using TB computer facilities, communications channels, and communication media.



ANALYSIS OF TREVISO BAY IT FACILITIES

First, Communication-IT Committee conducted an extensive analysis of the information technology currently used at Treviso Bay.



GOAL OF THE ANALYSIS PHASE

- What are the components of the IT facilities at Treviso Bay?
- What is the function of each component?
- What hardware and software technology is being use?
- Who are the users of each component?
- What is the operating cost of each component?

IT COMPONENTS: FOOD & BEV/RETAIL

IBS POS System:

- A network of computer software, hardware, communications lines and devices located at Treviso Bay's business centers (the Clubhouse and Villa Rilassare).
- This system is used by management and staff for sale of food, beverage, goods, and services provided at the Restaurants, Golf Shop, Tennis Shop, and Fitness Center located at these two TB business centers.

IT COMPONENTS: CLUB MANAG., ACCOUNTING

TOPS:

- A web-based client/server community association management software used by ICON management team at their office in the Clubhouse.

StrongRoom:

A web-based client/server accounting software used by ICON management team at their office in the Clubhouse.

IT COMPONENTS: WEBSITES

www.trevisobayhoa.com:

- A website created and maintained by ICON for use by Treviso Bay homeowners, residents, and the public.

www.tpctrevisobay.com:

- A website created and maintained by ICON for use by Treviso Bay Golf Club members and the public.

IT COMPONENTS: SECURITY, WEB LINKS, APPS

Ramco:

- A security management software to manage front gate access. The software includes an app used by TB homeowners and residents.

Web Links and Apps:

- A set of software accessed via the web and mobile devices. They are used by TB residents for golf, Tennis, restaurant reservations.

IT COMPONENTS: COMMUNICATION

Comcast:

- A set of WAN (Wide Area Network) communications devices and lines to connect TB to the Internet.

Local Area Network:

- Set of wires, connectors, hubs, etc. used to connect computer devices together and facilitate their connections to the Internet.

Both the networks are used by Treviso Bay management team, homeowners, and residents.

CURRENT SYSTEM COST ONLY: F&B, ACCT, CM, WEB

	Annual	Monthly
• F & B, Retail (IBS +Yelp)	\$22,395	\$1,866
• CM + Acct (Tops + StrongRoom):	\$2,025	\$168
<i>- Very low because it is included in ICON service</i>		
• Website (HOA, Golf):	\$6,300	\$ 525
<i>-Very limited capability: No web access to accounts, no integrated reservations/booking/mobile apps, emails, etc.</i>		

EVALUATION: PERFORMANCE AND RELIABILITY

Our analysis showed that all the IT components seem to be functioning relatively well, although *they all needed improvements*, with the exception of the following component:

- The IBS Food & Beverage, Retail System Problem:
 - Response Time: Long
 - System Availability: Low
 - Users Satisfaction: Very Low

IDENTIFICATION OF CAUSE OF PROBLEM

IBS Server Problem:

- It is about 5 years old
- It is local server (limited capacity) rather than a cloud server (expandable)
- At computerized performance analysis showed that the server is at its 90% capacity (ideal = 60% - 65%)
- The sever is performing database functions as well as network functions

IDENTIFICATION OF CAUSE OF PROBLEM

Data transmission Problem:

- Modem far and hidden from the nodes
- Communication channel is shared and has low bandwidth/capacity

Physical location

- Server and network equipment keep are in dusty and damp areas

IMMEDIATE/SHORT-SOLUTION RECOMMENDATION

Additional Server

- Add an additional server (Terminal Server) used for networking functions
- The main server will be used mostly for the database functions
- Cost: \$300/Month + One time installation fee about \$550

Dedicated Transmission Channel:

- Use a router/modem and Wi-Fi Pro (Business) solution
- Cost: \$185/Month + One time fee (waiting for Comcast)

LONGER TERM RECOMMENDATIONS 1

PHASE 1: TWO SYSTEMS (IBS+ CLUBESSENTIAL)

	Annual	Monthly
• IBS (F&B):	\$19,155	\$1,596
• ClubEssential Web:	\$18,300	\$1,525
• One time CE Setup Cost:	\$14,375	
• Advantages: All cloud base, less third party software, online accounts access, online booking, email, emergency texting, reservations & payments, 24/7 customer support, etc.		

LONGER TERM RECOMMENDATIONS 1

PHASE 2: CLUBESSENTIAL WEB + POS/ACCT)

	Annual	Monthly
• CE POS/Accounting:	\$10,080	\$840
• CE Web:	\$18,300	\$1,525
• Total	\$28,380	\$2,365
• One-time CE Software Setup Cost:	\$20,400	
• One-time Hardware Cost about:	\$25,000 for 20 nodes	
• Advantage: Fully integrated cloud base system, one software company rather than about 10), more reliable and available, less computer support cost, etc.		

LONGER TERM RECOMMENDATIONS 2

JONAS ENCORE (POS, ACCT, WEB, HARDWARE)

- One-Time Cost:

- Total Software Setup and Training: \$55,536

- Total Hardware (20 nodes) about: \$25,000

- Reoccurring Cost: Annual = 23,220 Monthly = \$ 1,935

- Advantages: Fully integrated, cloud base, very thing brand new, will last about 6-7 years, more reliable and available, less computer support, one software company, rather than 10, etc.

COMCAST COMMUNICATION

Comcast Cost: Annual = \$1,449,764 Monthly = \$120,813

Meetings with Comcast and Client Server

- Frank Rizzo, Joseph, and I have met with these businesses few times already
- Comcast and Client Server will check network infrastructure together
- Joseph is working on terminating inactive accounts to save money
- Possible to renegotiate for lesser cost and include fiber optics too.

Meeting with Hotwire: They include fiber, are more reliable