Welcome

2014 DDI User Group Meeting
April 22-23, 2014

DDI™

Serving those who serve others

AICPA
SERVICE ORGANIZATIONS
SOC
aicpa.org/soc
Formerly SAS 70 Reports
AICPA Service Organization Control Reports

N-TEN
MEMBER

Special Recognition

- **Our Valued Clients – this is all about you**
  We are honored to have each and every person here
  DDI is committed to you success

- **DDI Staff**

  Get to know the people who serve you
  They've worked hard to make this program possible

- **DDI Board of Directors**
  Joanne Rendall, Board Chair
  Roland Fernandes, Board Vice Chair
  Valoria Cheek, Director
  Rick Reisinger, Director
  Ruth Weaver, Director

Program Highlights

- ❑ **Interactive Sessions / Lively Discussions**

- ❑ **Sharing Ideas / Suggestions / Vision**

- ❑ **Peer Networking / Building Relationships**

- ❑ **One-on-One Opportunities With DDI Staff**
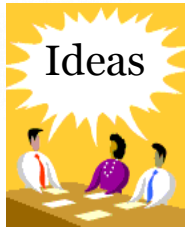
- ❑ **Feedback, Fun & Fellowship**

DDI Offices Are Moving

❑ Why Move?
  ▪ Our landlord, Disciples of Christ, is moving (Aug 31st)

❑ Estimated Move Mid Summer
  ▪ Coordinated with Disciples Center move

❑ Staying In Downtown Indy
  ▪ Just blocks away from new Disciples Center

❑ New address & phone numbers; same Email

❑ Details To Be Announced When We Know More

❑ Expect a smooth & uneventful transition

Data Centers Are Moving Too

- ❑ Relocating Production & Colocation Sites Expedient Data Centers www.expedient.com
  - ▪ Late Spring or Early Summer
  - ▪ Weekend to minimize downtime
- ❑ Production Data Center Site: Carmel, IN
  - ▪ Currently at TW Telecom in NW Indy
- ❑ Colocation / Failover Site: Columbus, OH
  - ▪ Part of the Expedient network
- ❑ Greater Redundancy & More Bandwidth
  - ▪ Enhanced disaster recovery, lower risk for all

Software That Changes ~~With~~ For You

❑ Online Web Services To Enhance Your Constituent's Experience

❑ Business Intelligence To Track Key Performance Metrics

❑ More Standard Features & Functions
  ▪ Over 200 changes in 2013 that you needed

❑ Always Listening, Learning & Doing What Works Best For You

❑ An Eye On New Features & Technologies To Add Value For Your Operation

Services Tailored To Your Needs

❑ Unlimited Lifetime Support without the fine print; no restrictions apply

❑ Self-Help Tools – aka WIKI

❑ Custom Modifications That Don't Nullify Support

❑ Training Based On Your Business Needs

❑ Consulting To Apply Solutions In Your Business Context

❑ IT Cloud Services & Resources

❑ Regular Touchbase Meetings To Keep Current

❑ We Are At **Your** Service

Hosting Technology To Keep You Safely Connected & Running

❑ New Storage Area Network (SAN) Technology

❑ Fully Virtualized Servers – VMWare

❑ New Backup Technologies

❑ Disaster Recovery & Business Continuance

▪ Dual power & Internet sources

▪ Co-Location failover site

▪ More bandwidth

❑ Technical Skills & Resources For Special Needs

Control Audit – We Did It Again!

- **<u>100% Compliant</u>** With AICPA SOC2 Standards
  - 4th consecutive year
  - See Bob McLaughlin for 2013 report
- It's A Really **Big** Deal
  - SOC2 is all about Trust Service Principles
  - Peace of Mind For You
  - Protects Your Information Assets
  - Secure, backed up & replicated
  - Satisfies Your Auditor's Needs
  - Potentially Reduces Your Audit Fees

Always Moving Forward

❑ Continually Building On Success – Yours First

❑ Delivering Added Value - Products & Services
- ▪ Ideas come primarily from new/existing clients

❑ R & D – New Solutions & Technologies

❑ Improving Your Experience - Responsive Services

❑ Protecting Your Investment
- ▪ SOC2 Audit Compliance
- ▪ Continued Profitability
- ▪ New revenue sources to offset inflation

Questions & Comments?

Enjoy The Program