

Report to the SOA Board from the Advisory Technology Committee

Introduction

The Somerset Owners Association (SOA) Board of Directors formed an Advisory Technology Committee to review various technology requirements and options for the SOA; specifically for security/cameras, overall Internet/servers etc., phones on POS (Point Of Sale). This report is the result of members of the Committee review the different systems and requirements.

Special thanks to members of the Committee: Richard Elenberger, Alan Tan, Bryan Silveri, Jeff Lucas, Robin Bolson, Rob Jordan and especially Kevin Bruemmer.

Recommendations

After reviewing the various proposals from the different vendors for the different technologies, these are the comments and recommendations of the Committee.

1. **Security cameras.** We received four quotations and discounted two vendors because their quotes were not detailed enough. The current vendor (RFI) and a new vendor Verkada (through Pac States) were examined. After much deliberation the Committee recommends that SOA select Verkada and the new vendor. Verkada offers at least these two primary advantages over RFI: cost (more bang for the buck) and technology (higher resolution cameras, on-camera storage, hybrid backup. Initially the cameras on the gates will be replaced, and then because we do not want to have two camera systems, the Cameras at Town Center would be replaced. Analysis of the actual current use of the gate cameras shows that the video surveillance that an initial proposal by Verkada needs modifications. Additionally, the group has uncovered that high operating costs for the gate cameras with regards to transporting video data back to the clubhouse needs addressing as well. The Committee recommends investigating the costs (land-line phone costs especially) on communications systems for the gates.
2. **Server and Internet.** We currently have three servers on site and there are no applications required by SOA which must run locally on these servers. Therefore, these three servers and associated costs can be eliminated. The Committee recommends the purchase of a new server as a Domain and Print Server and the transfer all applications run by SOA to Cloud Computing. Because we currently only have one connection to the Internet (via Spectrum), the Committee also recommends the addition of a backup Internet connection using a different supplier. Then, in the event of the main Internet connection failing, we still have Internet access. There are 15 PC workstations, one is running Windows 7 and should be abandoned (for security audit reasons) and 10 of these workstations have expired warranty. These workstations are suitable in the short term for “the transition” and to keep things simple we do not recommend changing or upgrading them at this time (other than very minor hardware or typical operating system software upgrades.)
3. **Phone system upgrade.** The Committee recommends that we move to a Voice Over IP (VOIP) system. This is not required for the “transition,” but should be accomplished promptly thereafter as there are major shortcomings in the current system.

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4. **Point Of Sale (POS) System.** We currently have two charging terminals for POS (one at Canyon Nine and one at Town Center) running the ZE-Suite POS. The total level of activity about \$5,000/month. These charges are seasonal since Canyon Nine is not used much during the winter. The Committee recommends that we switch to the Square POS which provides much more current technology at less cost.
5. **Technology Audit.** The Committee recommends that we complete the Technology Audit so we know what equipment we have, when it was purchased and when it will need replacing.
6. **Strategic Plan for SOA.** The Committee recommends that a five-year Strategic Plan be developed for SOA, and this Plan would at least include the items mentioned in this note, as well as other equipment, so that items can be depreciated according and replaced from the Reserve Fund as needed.

Timing

Because of the current ongoing “transition,” the Committee recommends delaying the implementation of all items until after January 1, 2022, EXCEPT for any “transition required” item in #2.

We are still waiting for final quotations from different vendors. Once these have been received we will submit a detailed budget proposal for all of the above items.

Advisory Technology Committee
September 30, 2021