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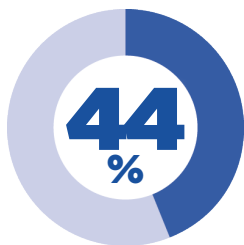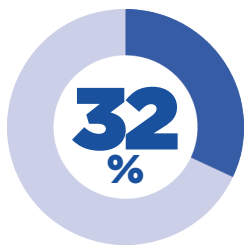# GEORGIA TECHNOLOGY AUTHORITY

In 2008, government agencies in the state of Georgia were running outdated, vulnerable, and poorly managed technology.

RECOGNIZING THE RISK, the Georgia Technology Authority (GTA) embarked on a journey to modernize the State's infrastructure and Integris Applied executives helped it establish an entirely new kind of public/private collaboration where technology was provided "as a service".
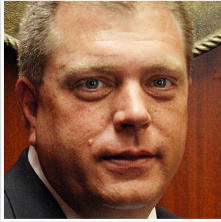
Focusing initially on the state's 13 largest executive branch agencies, the program consolidated 12 data centers into one, 20 call centers into one, established the state's first enterprise security initiative, and founded its first disaster recovery solution. It established a new benchmark for state government technology management and did it within an existing annual spend of $160M.

The program successfully delivered for several years, but as the State's needs evolved the technology began to struggle to keep up. In 2012, an Integris Applied assessment found that service quality, innovation and customer engagement were under pressure. It was time for GTA to expand on its solid foundation and with Integris Applied assistance it launched a reinvigoration program.

44%

UNIT costs reduction (messaging).

32%

CUSTOMER satisfaction increase.

- Supplier contracts were renegotiated for greater cost transparency, upgraded performance levels, and broader standardization.
- Governance models were refreshed to be more flexible and dynamic.
- Customer engagement was accentuated, with stakeholders more closely integrated into long-term and day-to-day operational planning.

Changes rolled quickly through the organization. Service levels rose, leading to improvements in customer satisfaction and engagement. Innovation increased, leading to the introduction of new ideas and fresh thinking. And there were financial improvements, with clearer budgeting, better tracking, and reduced unit costs.

As the reinvigoration program gained momentum, GTA began investigating further transformation opportunities. With deep experience of public sector delivery models, Integris Applied suggested more closely integrating services and suppliers. An ITIL assessment confirmed that moving to a multisource service integrator (MSI) model could provide significant improvements and be accomplished within a cost-neutral transformation program.

Over the next few months, Integris Applied developed a transition plan, managed the identification and evaluation of potential integrators, and facilitated the development of a cutting-edge new multisource 'platform'. The platform, and its customer-centric governance model, was designed from the outset to drive supplier collaboration and easily adapt to new services.

The move to multisource service integration was made in early 2015 when a new integrator was engaged and the MSI platform went live. Together, GTA and Integris Applied orchestrated a move from what was already an effective technology infrastructure to one that was even more productive and flexible. Better yet, the move was accomplished with minimal disruption and Integris Applied delivered on its promise — *it was 100% cost neutral*.

Today, Georgia is rated 'A-' by the Center for Digital Government but the journey is by no means complete. GTA continues to refine its platform and adds suppliers and services in a manner that drives the innovation required of a modern day enterprise. Integris Applied is proud to be with it on the journey, helping achieve great things.

Joe Webb
DEPUTY CIO
STATE OF GEORGIA

" There are a lot of companies that do detailed assessments and develop lists of recommendations. There's a handful that can take those recommendations and translate them into ideas for a better way of doing things. Integris Applied is one of the very few that can do both, and also apply a huge depth of experience to stand with the client in implementation, maximizing the chances of success. "

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ABOUT GTA

The Georgia Technology Authority (GTA) manages the IT and network services for state, local and executive branch government entities across the state of Georgia. It takes a transparent and integrated approach to technology leadership where all decisions are made with the citizen in mind.