



State of Georgia becomes an agile provider of modern IT services

Georgia Technology Authority (GTA) transforms state agencies with the latest capabilities



GTA is focused on creating seamless customer experiences across our offerings by listening to our customers and empowering our people to take action to meet their requirements. With Capgemini, we have created a plug-and-play model for flexing, adding, and changing our services as needed, and continually evolving them to ensure we are offering the latest technologies."

Dean Johnson

COO, Georgia Technology Authority (GTA)

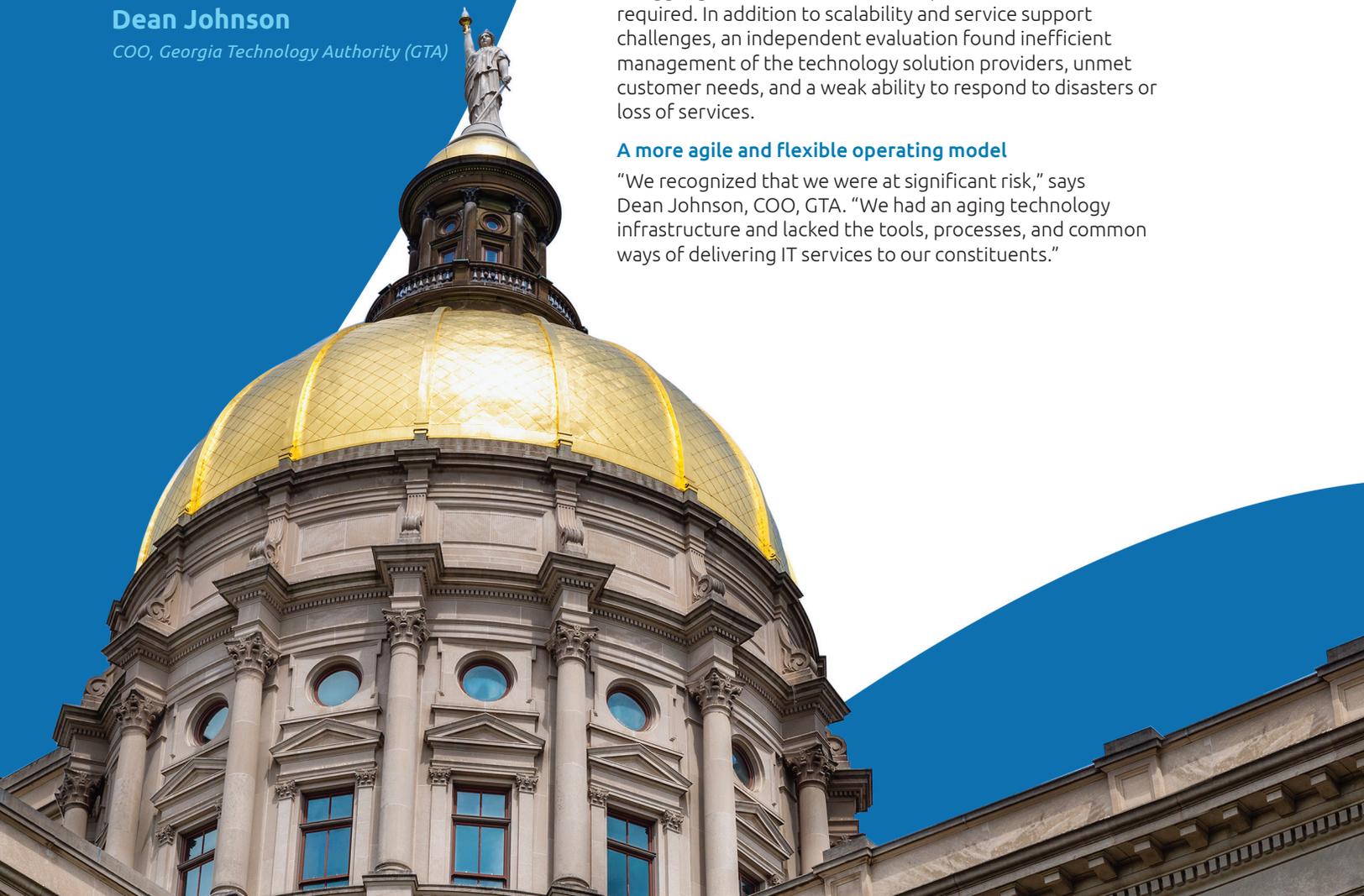
The largest IT provider in Georgia

Known as the Peach State, Georgia is one of America's top economic drivers. Established in 2008 through the Georgia Enterprise Technology Services (GETS) program, the Georgia Technology Authority (GTA) provides IT infrastructure services for 95 executive-branch agencies, totaling more than 70,000 state government employees, and managed network services to an additional 1,300 smaller agencies. The agencies represent approximately 85% of spending on infrastructure and network services.

The IT needs of the agencies grew and GTA found itself struggling to deliver the modern capabilities and services required. In addition to scalability and service support challenges, an independent evaluation found inefficient management of the technology solution providers, unmet customer needs, and a weak ability to respond to disasters or loss of services.

A more agile and flexible operating model

"We recognized that we were at significant risk," says Dean Johnson, COO, GTA. "We had an aging technology infrastructure and lacked the tools, processes, and common ways of delivering IT services to our constituents."



The first step was to consolidate the GETS server and network infrastructure and solidify the disaster-recovery capability. This improved capital expenditures (CapEx) and operating expenses (OpEx) while laying the foundation for a more secure infrastructure, but GTA was still limited in its ability to add and enhance services and different providers were working in silos, making collaboration difficult and creating inefficiencies.

GTA required a more flexible IT sourcing model. It also wanted to add modern IT solutions and foster competition by bringing different solution providers onto the GETS shared-services delivery platform. The end goal was excellent infrastructure services at competitive pricing.

A path to more responsive service delivery

GTA partnered with Capgemini in 2015 on Service Integration and Management (SIAM). Capgemini was selected as the Multi-Sourcing Service Integrator (MSI) to help manage GTA's dynamic ecosystem and provide an end-to-end, business-process-oriented approach.

The MSI approach delivered:

- Service coordination and management from incumbent providers
- Integration of disparate components, like network and infrastructure services
- A service quality and vendor accountability framework, including monitoring and incentivizing performance with integrated SLAs
- Best practices to improve existing services and introduce new ones
- Greater cost competitiveness and transparency
- Visibility on consumption, cost, and activities of service providers
- A single source of truth for information for full transparency at all levels
- A single project-management methodology and a common set of tools
- Aggregated invoicing accurately detailing costs of IT services on a single invoice, including LAN/WAN, voice services, professional services, security, data center, end-user support, cloud-based email, and mainframe services
- Strategy and execution of new service introduction and onboarding of new agencies.

Improved service, efficiency, agility, and innovation

Leveraging Capgemini as a service delivery arm to drive these changes, GTA now focuses on strategic conversations with its customers and acts as a broker to design new and enhanced technology services, delivering better value for state agencies. Other benefits include:

- **Reduced costs:** A 20% reduction in total IT costs via consolidation of redundant services, more competitive procurement, and greater transparency.
- **Higher customer satisfaction ratings:** Capgemini's SIAM doubled customer satisfaction in two years, from 36% in 2017 to 77% in 2019.
- **Increased agility and proactivity:** GTA now adjusts to ensure competitive costs.
- **Faster innovation:** Better strategic planning, more value-add ideas from GTA's suppliers, accelerating cycle time from idea to programming in the service catalog.

GTA has established a culture of customer-led innovation and taken a strategic leadership position for the state, agencies, and citizens it serves.

Technology and services

- Service Integration and Management
- Multi-sourcing service integration options
- Front-end service-desk management
- Cybersecurity services
- End-user account management

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion (about \$15.6 billion USD at 2018 average rate).

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