



*We have a vision for DIR to leverage digital technologies to become a world-class broker of IT services to Texas agencies. Capgemini understands our needs and our goals. Its MSI model enables us to respond to evolving technology and exceed our constituents' expectations."*

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CIO, State of Texas

# Transforming the delivery of government services the Texas way

State of Texas is driving IT services to make interacting with the government easier

## Serving the second-largest state

Texas is the second-largest state in the union, and it enjoys population growth that is double that of California. That creates an impressive challenge. The Lone Star State must deliver government services in a fast, consistent, and accurate manner, across a diverse geography, to a rapidly growing population. The State of Texas Department of Information Resources (DIR) delivers shared technology services to state agencies to ensure they benefit from the best IT practices, economies of scale, rapid deployment, and reliable results.

## Government services move online

Texas has a clear vision of how it wants to deliver its services. The [texas.gov](http://texas.gov) site serves its residents well and the state needed to ensure that relevant agencies, public institutions of higher education, public school districts, and other local government entities could interact with the same ease and also get access to the support and services they need. With more than 100 state agencies, Texas moved to digitize and automate its Shared Technology Services for the agencies it supports.



## Managing mission-critical IT infrastructure

DIR manages the state's centralized IT infrastructure, including data center, networking, web services and security, application development, and maintenance services. It acts as the central IT hub for agencies throughout the state to ensure consistent quality and pricing for hardware, software, and services.

DIR chose to be one of the early adopters of a Multi-sourcing Service Integration (MSI) model. It ensures all providers, technologies, and capabilities are aligned and effective. Different suppliers need to work cooperatively to allow DIR to be responsive, agile, and effective in delivering IT.

MSI means a single line of sight across servers, operating systems, network equipment, middleware, and applications. If a server goes down, the processes and users affected are known immediately. Automatic alerts are sent to the appropriate people and the issue is proactively resolved—often before users are even aware.

Led by Capgemini, the MSI delivers automated IT monitoring and management. Those tools are aggregated into the ServiceNow IT service management environment. Easy-to-consume dashboards show the health of the state's IT environment, including financial chargebacks, either holistically or by function.

## Delivering digital marketplaces

Texas has been very successful in migrating most of its commerce transactions online. Since 2000, the Texas.gov website has securely processed more than 254 million online transactions worth more than \$33 billion on behalf of government entities. It has realized cost savings, expanded services, and adopted governance to support more state agencies and dramatically improve customer satisfaction.

MSI ensures DIR and the agencies it supports are executing on their mandates:

- Integration and alignment of IT providers and capabilities
- Faster, more effective service delivery
- Better value for investment
- A foundation for new digitized services
- Improved ability to meet changing citizen demands
- Transformation of IT service management and delivery.

DIR is also exploring new technologies, such as robotic process automation (RPA), predictive analytics, and custom dashboards for a 360-degree view of its customers. A new Customer Relationship Management (CRM) solution will also allow the DIR to serve state agencies better.

MSI is enjoying Texas-size success:

- 83% overall customer satisfaction
- 77% server consolidation
- 98% change-management success.

From better service delivery to cost savings, Texas e-government initiatives are transforming the way the state serves its internal and external stakeholders.

## Technology and services

- Multi-sourcing Service Integration (MSI) services
- Infrastructure services
- Managed services
- Security services
- End-user services

## 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 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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