



State IT Department: Comprehensive Lifecycle Management

COMPANY

OVERVIEW

Industry
Government/Public Sector

Employees
36,000

State Budget
\$30 Billion

Pomeroy Solutions

- Hardware
- Server/Storage
- Print Management
- Networking Solutions
- Break/Fix

Client Profile

The Client is a southern state with 36,000 employees and an IT budget of \$300 million. As with many governmental entities, our Client requires competitive bids for all purchases over a certain dollar amount and there are significant budget conditions demanding reduced expenditures in all areas of government services. The State also standardizes on a limited number of IT platform solutions to help streamline purchasing processes and keep expenditures low.

Business Situation

The Client is a low-bid state which limits their ability to adapt quickly to change or improved standards. They work on an approved standards list for hardware, software and services and also have a four-year refresh instead of the standard three years. The needed us to work with their current systems which included a large IBM mainframe with several different mid-range products like Sun, Dell, HP and IBM . They also used approximately 475 servers utilizing a variety of platforms including Windows NT, Windows 2000, Windows 2003, Sun Solaris, and Windows NT, Citrix Metaframe, OS/390 and AS/400.

Solution

The State's centralized storage solution in place is an IBM solution, however most of the larger agencies are looking at developing their own storage solution. The State's Department of Transportation was the first agency within state government where we designed and installed a HP solution based on their requirements and budget. We are currently working with other large agencies in defining their own storage solution based on the success of the HP solution.

Because of our initial success, Pomeroy has been able to strengthen our business relationship with the State by winning other state contracts. Currently Pomeroy holds 10% of the purchase orders for technology through our 23 different contracts. Our partnerships with top-line OEMs has allowed us to provide cost-effective hardware, servers and storage, printers, networking solutions, and break/fix support to the State.

Pomeroy's flexibility has provided the State with customized solutions to fill their IT needs. We work hard to understand the State's business model, communicate with the key decision makers, and make suggestions in their hardware procurement as well as help shape their RFPs.

Customer Benefits

Pomeroy provided the State with cost-effective solutions that work with their limited budgets and current IT infrastructure. Our strong relationships with OEMs give them a pricing advantage and we are able to provide the State with the best solutions as the best price. Our team provides excellent customer service to the State, allowing them to focus on more strategic projects and operating state services.

We offer the State excellent customer service and have an open line of communication with the Director of Purchasing and with the contracts manager. Pomeroy is the organization that the State tells our competitors to "emulate" and we were able to achieve this not only by delivering on our promises, but also by our commitment to excellence.

Contact Us for More Information