



# State Transportation Infrastructure Organization: *Significant Cost Reduction through Centralizing Operations*

## COMPANY OVERVIEW

**Industry**  
Transportation

**Employees**  
7,000

**Annual Revenue**  
\$5.7 billion with \$24 billion  
in infrastructure  
investments

### Pomeroy Solutions

- Servers & Storage
- Deskside support
- Service Desk
- Procurement
- Asset Management

### Company Profile

Our client is a large state transportation infrastructure organization that manages and maintains the bridges, bus stations, airports, and other systems that are critical to the region's business needs. Their goal is to provide safe travel for the residents of their region and to keep their region competitive in the business and travel industries.

### Business Situation

The Client did not have the technical skills to handle their IT operations in-house and had been outsourcing to many different vendors. Each vendor had their own project management offices, teams, and associated costs. Lack of documentation and accountability led to inefficiencies in the system, and the Client sought to centralize the IT operations with one company to reduce costs and inconsistencies.

The customer's current environment included legacy hardware in both the desktop and server areas which they needed to refresh to ensure the technology they were using was up-to-date. The IT services required included service desk, deskside support, server and SAN support, asset management, procurement, and hardware maintenance.

### Solution

Pomeroy IT Solutions provided the Client with one centrally managed project management office with local and offsite teams that enabled effective coordination of IT support services. We improved customer service by providing a centralized service desk that tracked requests, documented issues and performed trend analysis, providing a more streamlined approach to their daily IT operations issues. We also provided an onsite server team to respond to server and storage issues in near real time to reduce downtime and associated costs.

### Customer Benefits

The Client realized a significant cost reduction with Pomeroy's complete scope of IT services. This translates to a savings of approximately \$8 million dollars in services and over \$1 million dollars in hardware purchases over the course of the contract. The single vendor model also eliminated some of the communication challenges that occurred with having multiple vendors for providing different portions IT support.

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