

UNISYS
imagine it. done.



case study

Visible Breakthrough:
Streamlined Service Delivery.

Imagine It

Focus limited resources on fulfilling mission critical objectives, while keeping service levels high and maximizing employee productivity.

Done

Unisys professional approach and can-do attitude enables Texas Workforce Commission to concentrate on helping employers and job seekers throughout Texas.

Visible Breakthrough: Outstanding Project Management is Key

Texas Workforce Commission sought a partner with the experience and technical resources to deliver a comprehensive desktop management solution quickly.

Secure Business Operation

Public Sector: Employment Services.

Innovation Metrics

- \$315k annual savings from reduced support costs for new technology
- Successful deployment of 2,300 new desktops in just 60 days
- Improved service levels
- Expanded services without increased staff requirements
- Reduced employee training and improved productivity

Business Challenge:

Much more than the “unemployment office,” Texas Workforce Commission (TWC) is dedicated to developing the workforce of Texas, providing a wealth of services to employers and job seekers. TWC Deputy Executive Director Gene Crump wants to ensure that TWC’s constituents get the information and support they need without a lot of “red tape.” He explains, “Our goal is to make our services seamless to the customer. No matter how they contact us – phone, mail, or the Internet – we want to make sure they get a solution.” Crump’s challenge? Delivering a positive experience and supporting new initiatives while controlling costs.

Doing more with less applies as much to state governments as it does to businesses. “We want to tax less and keep more money in the economy,” Crump notes. With that in mind, TWC management began to explore outsourcing “non-core” services, such as IT help desk and related desktop support activities. The agency needed to improve service levels and ensure consistent, high-quality technical support for its employees in Austin and remote Texas locations.

TWC hoped to redeploy internal resources to projects that more directly support the agency’s core mission, such as developing an online job matching service. TWC also sought to establish a predictable fixed cost for service over several years – simplifying budgeting and protecting the agency from rising salaries and benefits costs. Following a careful evaluation of many vendors, TWC selected Unisys. Cindy Silberman, director of Business Operations for TWC, recalls the final decision. “The costs were very close. Unisys flexibility and project management experience put it ahead of the competition.”

“I can pick up the phone any time I need to and get the level of service that I want. And more importantly, everyone at TWC gets that same level of responsiveness.”

Gene Crump
Deputy Executive Director
Texas Workforce Commission

Solution: Predictable Expenses. Focus on Core Competencies.

Beyond cost savings, Unisys continues to deliver consistent, effective Infrastructure Managed Services for the agency. Silberman explains: “The advantage is that Unisys expands our resources. We can quickly address needs and maintain service levels for help desk-related issues while dedicating our own internal IT resources to mission-critical development projects.” She also notes that TWC gets more service from its Unisys partnership for approximately the same budget as doing the work internally

Finally, TWC benefits from the exceptional levels of service that Unisys is known for. Crump values the Unisys PMO: “I can pick up the phone any time I need to and get the level of service that I want. And more importantly, everyone at TWC gets that same level of responsiveness.” Silberman adds: “Unisys approaches our challenges as theirs – and brings in the needed resources to help create solutions.”

The transition went smoothly and Unisys is now providing a host of Infrastructure Managed Services and remote network support. Since going live in November 2000, Unisys has won praise from TWC for its professionalism and willingness to “go the extra mile” to support special initiatives.

At a Glance: Texas Workforce Commission

- Headquarters: Austin, TX
- Industry: Public Sector
- Geographic Reach: State of Texas
- Employees: 3,400

Results: The Collaboration Continues

The Unisys and TWC partnership has resulted in significant benefits. The PC refresh saves TWC \$1.26 million over the lease term due to lower support costs. What’s more – TWC enjoys improved productivity and better positioning for future software rollouts – enhancing TWC’s ability to carry out its primary mission. Silberman could not be more pleased with the results: “Unisys was a very creative partner in developing the strategies that made the refresh successful. The Unisys can-do attitude was just amazing.”

The collaboration continues. More recently, TWC approached Unisys for help refreshing its aging desktop infrastructure. Like many organizations, TWC budgeted capital funds to regularly update technology. However, financial pressures often caused purchases to be deferred. The result? Outdated PCs, high maintenance costs for older equipment, inadequate support for new software rollouts, and insufficient technology for the agency’s growing base of “power users.”

“Unisys has brought in the resources they need whenever we’ve been faced with a challenge and approached our challenges as their challenges to dovetail it into a joint solution.”

Cindy Silberman
Director of Business Operations
Texas Workforce Commission

Together, Unisys and TWC developed a strategy that called for leasing desktop technology. This new approach allows the agency to enforce budget discipline while eliminating capital expense associated with keeping PCs up-to-date. Based on a four-year term, TWC now budgets for the fixed annual operating expense with assurance of a technology upgrade for each desktop at lease term end. Deployment was accomplished without a hitch. Silberman says, "We did what many said could not be done – deployed 2,300 desktops in 60 days – with overwhelmingly positive feedback from TWC staff." She credits the Unisys Program Management Office (PMO) for exceptional project and logistical planning. She also notes, "The Unisys PMO communicated well and that helped lower employees' stress levels and made the transition run more smoothly."

The Relationship: Working Together

TWC and Unisys have formed a lasting partnership, based on a mutual desire to do what's best for the agency and its constituents. "The level of professionalism demonstrated by Unisys has been exceptional," Crump says.

"...what I've come to expect from Unisys is a positive, can-do, professional attitude and the ability to make it happen, and if there's a hiccup somewhere, the ability to work with the appropriate level of my staff to come forward with solutions and recommendations to make that hiccup go away." Crump added.

"I want to come in every the morning and not see IT problems. And that's how it works with Unisys. Out of sight, out of mind is good news in this case."

Gene Crump
Deputy Executive Director
Texas Workforce Commission

Texas Workforce Commission is visible. Are you?

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