

## Case study

# Indiana Office of Technology

Equips state workers with powerful HP PCs



### Industry

Government

### Objective

Equip 30,000 state employees with robust, reliable desktop and mobile devices

### Approach

Leverage HP Sole Source contract to procure and systematically refresh desktop PCs, mobile devices, and monitors

### IT matters

- Equip approximately 100 state agencies, 30,000 workers
- Extend contract to local governments, education sector
- Refresh about 10,000 devices annually
- Minimize maintenance burden and costs

### Business matters

- Empower IOT organization to deliver Desktop-as-a-Service
- Reduce device costs by approximately 57%
- Maximize productivity of state workers
- Save taxpayer dollars



**“We want to equip each state employee with the desktop or mobile device that best supports them to do their jobs—and we don’t want those machines to fail. I think about saving taxpayer dollars and reducing agency costs.”**

– Jeff Allen, Deputy Chief Operations Officer, Director of Desktop and Support Services, Indiana Office of Technology



Headquarters to strong transportation and life sciences industries, scene of the Indianapolis 500, and home to nearly 7 million residents, Indiana runs a state government of approximately 30,000 employees—virtually all of whom use a personal computer of some kind in their daily work. To equip state workers with high-performance desktop and mobile PCs that save taxpayers money, the Indiana Office of Technology (IOT) relies on a Sole Source contract with HP.



**IOT's standard desktop is the HP EliteDesk 800 Small Form Factor, chosen for its robust performance, space-saving design, and cost-efficiency.**

A pioneer of IT consolidation, Indiana created IOT in 2005 to centralize management of state government desktop, networking, and server-hosting infrastructures. The resulting efficiencies save Indiana \$13.9 million annually. Among the services IOT provides is Desktop-as-a-Service (DaaS) for approximately 100 state agencies of the executive branch, from the Department of Revenue to the Family and Social Services Administration. Elected officials such as the attorney general can also opt into the service. IOT DaaS customers pay a monthly fee that covers the cost of their machines, software applications, networking, and email. Included are the expert services of IOT, high-performance HP desktop and mobile PCs, and the cost savings associated with a statewide contract.

"Before IOT, purchasing was done agency by agency; there was no device standardization and no leveraging the buying power of the state to reduce costs," says Jeff Allen, IOT deputy chief operations officer and director of desktop and support services. "Now we have a structure and a Sole Source contract with HP providing the quality and commitment of a Tier 1 vendor."

## HP device portfolio meets varied agency needs

Overseeing a large deployment of approximately 30,000 PCs across approximately 100 agencies, Allen's top considerations include purposeful device selection, reliability, cost optimization, and efficient management.

"We want to equip each state employee with the desktop or mobile device that best supports them to do their jobs—and we don't want those machines to fail," he says. "I think about logistics—how to get the devices here, how to image them and make sure they operate in peak condition. I think about saving taxpayer dollars and reducing agency costs."

Indiana standardizes on select devices, with each agency able to choose its preferred models. Roughly half of the devices are desktops and half are mobile. The standard desktop is the HP EliteDesk 800 Desktop Small Form Factor, chosen for its robust performance, space-saving design, and cost-efficiency. Employees who need mobility typically use the HP ProBook 650 Notebook PC. Other choices include the HP EliteBook 840 Notebook PC, with its 14-inch diagonal screen and business rugged design; the HP Pro x2 612 tablet with a detachable keyboard; or the HP EliteBook x360, which can swing into tent mode to share presentations or video. Allen himself uses an HP EliteBook x360. "I like the light weight," he says. "I go to a lot of meetings and I'm carrying it around all day. Plus, it's a hybrid; I can fold it back to show the screen." All of the HP notebooks feature long battery life, robust security features, and efficient manageability. Indiana requires its PCs to be endowed with Intel® vPro™ technology to support options for remote security and power management.

The state also deploys high-resolution HP EliteDisplays. The 20-inch diagonal monitor is standard, but agencies can request bigger ones. A hospital, for example, might choose a 27-inch diagonal display for presenting dense medical information onscreen.

## Customer at a glance

### Application

Sole Source PC procurement for Indiana state government, local government, and education sector

### Hardware

- HP EliteDesk 800 Desktop Small Form Factor
- HP ProBook 650 Notebook PC
- HP EliteBook 840 Notebook PC
- HP EliteBook x360
- HP Pro x2 612
- HP ZBook 17
- HP ZG4 Workstation
- HP Z240 Workstation
- HP EliteDisplay

### Services

- HP 4-year Care Pack with Defective Media Retention
- HP Self-Maintainer Program

“We standardize on certain models but IOT does not dictate what an agency uses,” Allen says. “It’s like having 100 companies to support, each with their own business models and needs. I advise them on what would be suitable and point them in the direction of cost savings, but the agencies decide what will work best for them.”

Indiana relies on its HP representative to guide solution selection. Recently when equipping a new hospital, state workers thought they’d need ruggedized tablet devices. Their HP rep gave them a hands-on look at several options—and suggested one that satisfied all requirements at a lower cost.

“He came in with three different models and pointed us toward the right solution for our needs,” Allen says. At times in this customer-centric relationship, the HP rep even assists the state to find the right non-HP solution, from projectors to specialized software.

## Streamlining deployment and maintenance logistics

Indiana refreshes about 10,000 of its 30,000 PCs every year, timed around when warranties expire. This could be a massive logistical undertaking, but collaboration makes the process efficient. Many of the HP devices are manufactured in Indiana, a fact that not only boosts the local economy but also expedites speedy delivery. Allen’s desktop and support services organization images, deploys, and maintains the devices. His staff of approximately 100 includes 55 desktop technicians delivering hardware, software, and break/fix services in the field, and additional teams providing back-end support, project management, and other services. Indiana relies on HP 4-year Care Pack support on its devices, with Defective Media Retention (DMR). The state is very security conscious, and protects its information with stringent policies, anti-virus tools, gateways, and firewalls.

DMR is another security measure that allows Indiana to keep—and control—any defective storage disks that must be replaced.

Indiana directly manages the service of its HP assets as an HP Self Maintainer. This gives state agencies the continuity of a single organization to contact for service. Meanwhile, warranty reimbursements from HP enable Indiana to further cut costs. IOT’s highly trained technicians are HP-certified and supported by free HP training and quick parts delivery for minimal downtime.

## Cost savings preserve taxpayer dollars

In a typical recent quarter, the Indiana state government saved 57.5%—more than \$2 million—with its HP Sole Source contract. What’s more, Indiana local governments and education-sector institutions also receive the same favorable terms under the qualifying purchasing agent cooperative procurement contract. Total savings for all the organizations combined exceeded \$5 million.

The breadth of the HP solution portfolio and the company’s continuing investment in innovation ensure that Indiana will be able to match devices to evolving needs now and in the future. Today Allen is looking into HP’s own Device as a Service offering, which includes options to provide other brands as well as HP hardware and services.

“Our HP relationship, and everything IOT does,” Allen says, “is about delivering the highest quality service at the lowest possible cost to taxpayers.”

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