

Future-Proofing 3 Stage Strategy Modernization and Adaptation through aaS Services

AGENCY refers to an anonymous government entity seeking modernization, whose service to constituents and user experience was vital to their mission-critical tasks and day-to-day operations. The TechChoice engagement and related projects were commissioned with the intent to inventory, audit existing services, and determine the best course of action to modernize the AGENCY technology footprint, vendors, products, and constituent experience and to execute that strategy. In other words, evaluating the overall strategy and effectiveness of AGENCY's tech stack, improving user experience, and creating a streamlined plan for solution adoption were of utmost priority.

Business Challenge

AGENCY has 470 disparate locations, 7 Wide Area Networks, 49 vendors, 40 phone systems, non-compliant Wi-Fi, and a 10% Enterprise participation rate. A lack of consolidated networks and monitoring tools coupled with unmanageable vendor processes makes constituent support unreliable. At the time of engagement, AGENCY was working with Legacy Network, Voice, and WIFI solutions that were a prior fit for their environment as well as budget. Limited resources and technology industry insight within AGENCY IT hindered the design of a viable solution and sound process.

Approach

TechChoice accepted the task of developing a strategy to modernize IT architecture by consolidating vendors, decreasing spending, and selecting and optimizing technology products and services that enable the AGENCY to streamline support processes and harden security. Our team provided the insight and foresight needed to continually enhance the AGENCY technology landscape during quarterly business reviews and annual technology reviews as well as reporting to the CIO and IT Director. When applicable, TechChoice educated the IT team and assisted operational IT staff.

Solution

To modernize and future-proof the AGENCY technology footprint, while providing AGENCY IT the tools needed to properly support their

customers, TechChoice outlined a three-stage strategy. Our team presented the strategy with AGENCY IT management to AGENCY leadership, who then endorsed the program and sponsored meetings with state officials, as well as co-presenting and supporting AGENCY throughout meetings with several State stakeholders. Ultimately, Windstream SD-WAN, Crown Castle EVPL and Dark Fiber, TPX VPLS, and New Era were selected as vendor products in the Foundational Phase.

Outcome

The state made specific requests to augment the second and third program phases, those changes were accepted to gain final approval. Meetings were then held with AGENCY leadership outlining the operational and fiscal impact of the program, and all agencies elected to participate except for SRB. 155 locations in total were to be completed in year 1.

Project Highlights:

- All Necessary Life Safety Sites Connected
- Consolidated Management Tools Implemented
- Secure Hub and Spoke Design Completed
- WAN Modernized
- Vendor Bulk Pricing Process Implemented - Capex savings of over \$350,000
- Project Management Process with AGENCY IT and Vendors Designed and Delivered
- Edge Security Posture Enabled