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# Building the case for mainframe as a public service

The Georgia Technology Authority partnered with Atos to realize significant savings that helped fund innovation and enhance cybersecurity for state agencies

# Most Americans have to work with a state or local government agency at some point in their lives. Whether you need a new driver's license, a copy of your car registration or financial help to buy food, those things are only available through state and local agency systems. Georgia's mainframe operations are critical to delivering these citizen services.

## At a glance

By recompeting mainframe services and choosing the right Mainframe-as-a-Service partner, Georgia's central IT agency improved efficiencies, customer satisfaction, and saved enough money to fund a brand-new cybersecurity initiative.

## GTA Outcomes

- 100% delivery on service level agreements
- 10/10 CSAT scores
- Realized cost savings of over 30% helping to fund enhanced cybersecurity for state agencies

## About GTA

Georgia Technology Authority (GTA) is the central IT agency for the state of Georgia. It manages:

- IT infrastructure services - mainframe, print to mail, servers, service desk, end-user computing, disaster recovery and security - for 14 Georgia executive branch agencies.
- Network services - wide and local area networks, voice, conferencing, and cable and wiring services - for over 1200+ state and local government entities.

Under GTA's leadership, Georgia was awarded the highest ranking possible in the Center for Digital Government's 2018 Digital States Survey. And in 2019, GTA was the first public entity to receive IAOP's Global Excellence in Outsourcing Award.

In the state of Georgia, most agency systems are connected to an IT infrastructure that's managed by the Georgia Technology Authority (GTA).

## Lowering costs and improving services

Among its many duties, GTA serves as a broker of IT services for the state of Georgia. GTA is responsible for sourcing IT services: governing, overseeing, and managing secure, reliable, recoverable technology to ensure state-of-the-art services and competitive pricing for state agencies.

Even in this age of cloud computing, the dependable mainframe is a mainstay for enterprises around the world. Technically speaking, it's a peach - which is why the mainframe is still a viable platform for some of the state's mission-critical services to citizens.

GTA was interested in taking the next step in mainframe services, converting from a relatively inflexible contract to Mainframe-as-a-Service (MFaaS). A key part of their request from the marketplace for new services included closer alignment with agency needs. The goal was to migrate away from the mainframe, reduce costs as well as improve agency satisfaction by ensuring maximum performance for existing mainframe workloads.

## Unexpected opportunity leads to innovation

One of the companies already supporting GTA's Office 365 applications took note of the mainframe bid opportunity. That company was Atos, which coincidentally provides mainframe and data center services to several other states and public sector entities across the country.

Atos, along with other qualified service providers, submitted bids for the mainframe business opportunity. Atos proposed an innovative MFaaS solution that placed a much more efficient mainframe within the state of Georgia's private cloud plugging directly into the existing infrastructure and services.

The solution fit seamlessly into GTA's multisourcing service integration platform and is billed predictably through the state's well-defined OpEx model. Atos submitted the most compelling proposal, both operationally and financially, and was awarded the MFaaS contract.

"Prior to Atos winning the MFaaS contract, our only experience with them was as a subcontractor managing email," said Dean Johnson, Chief Operating Officer, Georgia Technology Authority. "Our mainframe re-procurement business case had a cost savings target of 20%, and Atos exceeded our expectations by submitting a proposal that helped the state achieve cost savings of more than 30%. Atos had the best solution at the best price, and since they became our mainframe services provider, the quality and timeliness of the services and support they provide have been exemplary."

## The switch

The transition to Atos as the mainframe services provider began in July 2017, with go-live scheduled for December 1, 2017 - a tight timeframe.

Atos' capacity analysis and evaluation resulted in three goals to be accomplished during the transition from the previous provider:

Resize the mainframe from 4,034 MIPS to 1,811 MIPS to better suit the state's needs and reduce its software costs.

Reduce the number of LPARs and replace operating software with CA/IBM, for which Atos has premium discounts.

Completely refresh GTA's mainframe and storage solution for better uptime, support costs, and encryption.

Over the next five months, Atos worked directly with GTA's software and network providers to build and implement the most cost-effective solution for the state. This work included expert tuning of the mainframe to ensure that agencies' applications and services were running at peak performance and exceeding customer expectations.

## Why Atos for state and local government

As a tenured IT service provider, Atos delivers across diverse technology landscapes with a special focus on state and local government.

- More than 11,000 business technologists in the public sector
- 40 years' experience designing and delivering public sector projects
- Provisioning services to 11 states and a variety of state and local agencies, entities and educational institutions

Learn more about Atos in the public sector at <https://atos.net/en-na/north-america/local-government-cities> or email [info.na@atos.net](mailto:info.na@atos.net).

## Perfect 10

The transition progressed smoothly as has the next phase, maintenance and support. GTA and Atos have built a thriving partnership, with multiple 10 out of 10 customer satisfaction survey results over the past two years.

"We put a more advanced management process in place, which resulted in efficiencies and user satisfaction levels that GTA's customers had never experienced before," said Rob Duncan, Vice President, Public Sector, Atos.

## A partnership with Atos is an investment in the future

The key to GTA's investment was not in buying new hardware, but in hiring the right business partner to provide the right services at the right time. "GTA sees a partnership with Atos as an investment in the future," said Mr. Johnson. That investment reduced software cost and improved security, reliability, and recoverability, while also lowering the risk of IT failure. The investment went further to improve cash flow and operating margins.

The new mainframe services have allowed the state to reinvest a portion of the more than 30% savings into other IT programs, with a primary focus on cybersecurity, ultimately benefiting every resident of the state.

In July 2019, GTA and Atos partnered to provide managed security services to the agencies, broadly including:

- Atos Security Operation Center (SOC): Continuous visibility and actionable intelligence from an integrated command and control environment.
- Security Incident and Event Management (SIEM): Log monitoring and retention, security incident response and resolution, GTA application and database vulnerability and risk assessment.
- Vulnerability Management: Continuous scanning to pre-emptively identify vulnerabilities, compliance with standards like HIPAA, as well as standards for software and security awareness training.
- Enterprise Governance, Risk and Compliance: Solution to manage technology risk against a continually evolving landscape and provide a holistic view (one dashboard) for informed decision making.
- Security Awareness Training: Online cybersecurity awareness training, knowledge assessments, and mock phishing attacks, all of which are customized by the agency.

Today, Georgia agency employees are more satisfied with their IT services and every resident's data is more secure. As a tenured IT services provider, Atos has a long history of delivering digital transformation solutions across state and local government. The company's foremost objective is to exceed client expectations and fulfill each agency's vision for the future: A "service beyond reason" work methodology provides this unique level of strategy and transformation. But, more to the point, GTA was open to new ideas and innovation and they seized the opportunity.



# About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together



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