

CASE STUDY

Michigan Department of Human Services

CHALLENGE

Refresh technology and migrate operating system platforms in 115 sites across 83 widespread counties while collaborating with several different agencies, minimizing downtime and staying within budget.

SOLUTION

Dell helped the Michigan Department of Information Technology deploy more than 7,200 systems in 120 days with full end-to-end services including Project Management, Custom Factory Integration, Asset Tagging and Reporting, Value Added Logistics, Asset Recovery Services and Customized Installation with Dell partner Decision One.

BENEFIT

With minimum to no downtime, Michigan Department of Human Services' employees now have up-to-date, standardized Dell workstations running Windows® XP Professional that delivers robust performance and security. Plus, through a well-coordinated, highly efficient deployment effort, Michigan residents experienced no service disruptions.

Refreshing Efficiency

Full suite of Dell services helps Michigan Department of Information Technology and Department Human of Services deploy more than 7,200 new systems

The Michigan Department of Human Services (DHS) serves a wide range of needs for Michigan families, from child protective services to adoption and adult placement as well as medical and food assistance programs. The Michigan Department of Information Technology (MDIT), which supports 19 agencies and 55,000 state employees, understands the importance that a healthy technology foundation plays in providing exceptional human services to Michigan residents.

With outdated systems on varying platforms, DHS and MDIT wanted to standardize to a common platform, update desktops and notebooks and move from a Windows NT Workstation to a Windows XP Professional environment. However, even with focused efforts on one department, a project of this magnitude posed many logistical challenges. DHS and MDIT needed to install systems in a large number of offices located across vast distances during Michigan's harsh winter.

"This is a massive undertaking," explains Jim Nelson, agency support division director Agency Services for DHS & MiCSES, Michigan Department of Information Technology. "Each location has different requirements such as hours of operation, security concerns and technology needs." The MDIT team knew they needed a technology partner who could help them manage the project from beginning to end.

Collaboration delivers a tight solution

Michigan turned to Dell™ to help forge partnerships that could realize the project's success. "Dell has traditionally been a strong provider of services," Terry Salacina, acting director of out-of-state operations for DHS says. "And we knew we needed the right combination of services, hardware and collaboration to make this work."

Dell offered a solution that meets Michigan's needs from end-to-end. In addition to high-performance desktops and notebooks, Dell provided services such as Custom Factory Integration that builds



a basic image including the Windows XP Professional operating system and DHS's software onto each system. Plus, Dell's™ Asset Tagging and Reporting services enable MDIT to electronically populate their asset management system making it easy to keep track of new equipment. Additionally, Asset Recovery Services from Dell help DHS dispose old equipment.

Collaboration has been the magic ingredient that ties the services and hardware together into a tight solution. Dell partners EDS and Decision One provided Project Management Services. They handled the local project management logistics in Michigan, while Dell project managers coordinated efforts within Dell for a smooth deployment. Decision One managed installations in each of DHS's 115 offices across 83 counties. With a strategic plan that worked around weather issues and made the most of team dynamics, Decision One was able to install more than 7,200 systems in just 120 days. And Decision One, DHS and MDIT carefully coordinated each deployment to limit end-user disruptions.

"We took advantage of Dell's Value Added Logistics service. We specified how many systems we wanted delivered to each location on the exact date we needed them," Dann Huisken, Decision One project manager adds. "This saved Michigan the cost and hassle of warehousing large volumes of machines." Having an assigned local staff member at each office to receive the equipment and handle in-office logistics was another key part of the project's success. "Without a local office contact, we would have been lost," Jim says.

To handle a critical part of the project, Decision One handled data transfer from the old systems to the new using an automated script provided by the state. And MDIT's managed environment enhanced the overall efficiency of the project. "We can implement software updates on thousands of systems across the state overnight," says Mike Binkley, MDIT director of desktop services.

Orchestration of efficiency

A spirit of cooperation between Dell, EDS, Decision One, Michigan Department of Human Services and the Michigan Department of Information Technology enabled the groups to execute a large

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scale technology refresh project in just a few short months. Not only did the right technology get placed in the right hands, it was done with little disruption to DHS's employees and their constituents.

With Dell's help, DHS has the technology to move forward with projects designed to enhance the service that the agency can provide residents. For example, DHS is redesigning its program eligibility system by streamlining three systems into one simple web-based environment called Bridges. Additionally, by standardizing to fewer platforms and moving to the Windows XP Professional environment, the team can easily support the Microsoft software such as Office, Active Directory and SMS that the agencies use, and take advantage of wireless computing efficiencies.

What's more, MDIT has a technology partner it can rely on as it moves forward with its statewide refresh project. "We have experienced an orchestration of efficiency," Dann says. "I am proud of the way everyone has come together."



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