Building a foundation for service excellence

Georgia State Board of Workers’ Compensation (SBWC) achieves dramatic service-level and user-experience improvements, and keeps systems available after rebuilding its data center infrastructure.

Business needs

The SBWC had operated on a system for almost 10 years that required upgrading and improvement. The state agency decided to rebuild its technology (both software and hardware) to achieve better system performance and availability. It also wanted to deliver a more stable and productive user experience.

Solutions at a glance

- Consulting
- Data Center
  - Dell EMC EqualLogic PS6210E array
  - Dell EMC Networking N-Series 10GbE and 1GbE Switches
  - Dell EMC PowerEdge R730
  - Dell Performance Advisory Collection Kit (DPACK)

Business results

- Gains reliable disaster recovery and backup
- Generates positive visibility statewide

Substantial annual cost savings

50% reduction in IT admin time
The new ICMS system is quicker at processing claims as well as more robust. What took ten clicks now take three.

Delece Brooks
Executive Director
Georgia State Board of Workers’ Compensation

80% improvement in user efficiency

Rebuilding the service infrastructure

SBWC and Dell EMC redesigned the agency’s network architecture. “This was the best process of its kind I’ve seen,” says Somaraju. “Dell EMC helped us review our infrastructure, offered suggestions and delivered great solutions to get us to our desired goal.”
Realizing savings while improving service quality

SBWC generated several remarkable results:

- **Cost savings.** Dell Networking N-Series switches have no port licensing or activation fees which can result in savings to customers of tens of thousands of dollars per switch. Avoiding software licensing as well as hardware maintenance fees enabled SBWC to generate substantial savings after adopting Dell EMC.

- **User experience.** ICMS can perform faster as a result of wise technology choices, redesign of applications and building for quality. “The new ICMS system is quicker at processing claims as well as more robust. What took ten clicks now take three,” says Delecte Brooks, executive director at SBWC.

- **Application availability.** SBWC resources and services are dependably accessible to unprecedented numbers of users. “Our infrastructure today reliably supports at least 2,500 concurrent users,” says Dana Prather, division director of process improvement and oversight of the SBWC. “As we serve more individuals and companies, we can meet the needs of our internal and external users with the same solid performance.”

- **Manageability.** It takes far less work and time to manage SBWC’s virtualized infrastructure. Long term, the new ICMS system is built to be easily maintained by an in-house team, within a limited defined budget.

- **Disaster recovery.** Georgia SBWC systems are built for stability and resistance to disruption. “The network redundancy designed by Dell EMC keeps data transmissions free from interruptions, and the disaster recovery site uses the same fast-performing, robust infrastructure we have at the main Atlanta office,” says Somaraju.

- **Enhanced reputation.** The SBWC also rolled out a new call center system with improved system responsiveness and file retrieval processes. This increases SBWC’s ability to provide excellent customer service to its stakeholders, other state agencies and the public at large.

Georgia Technology Authority (GTA)

With the assistance of Georgia Technology Authority (GTA), headed by Calvin Rhodes, executive director and state chief information officer, SBWC was able to roll out the enhanced ICMS II IT project on time and on budget. “We could not have done it without GTA’s support,” states Brooks.