

# 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



State & Local Government

United States

## 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 \(DPAK\)](#)

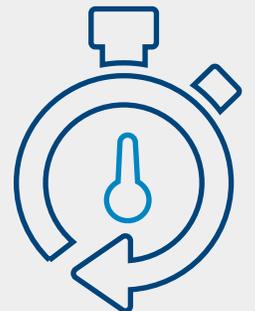
## Business results

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

Substantial  
annual cost savings



50%  
reduction in IT  
admin time



# Goals for improving service levels

The Georgia State Board of Workers' Compensation (SBWC) wanted to improve its service quality in claims management for both internal staff and the stakeholders within the workers' compensation system, in order to ensure 24/7 uptime for its systems and to support at least 2,500 concurrent users. At its main office in Atlanta and six field offices across Georgia, SBWC delivers its services mainly through two applications; the Integrated Claims Management System (ICMS), developed in-house, and an Oracle database.

SBWC invited Dell EMC and several other technology companies to submit bids for the construction of the new claims management system. SBWC selected Dell EMC. Chandra Somaraju, project manager at SBWC, notes, "In consulting with Dell EMC, we received a number of efficient options for transitioning to an updated infrastructure that would meet our service goals and budget limits."

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."

Key areas of the infrastructure refresh project:

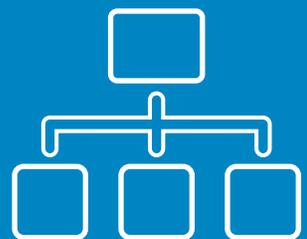
- **Analysis.** The Dell Performance Advisory Collection Kit (DPACK) was used to review SBWC's network and system performance, resource utilization, and transfer rates at no additional cost.
- **Virtualization.** Replaced its older servers with five Dell EMC PowerEdge R730 servers as the hosts in a virtualized environment. Dell EMC provided the virtualization software — VMware® vCenter® Server and Site Recovery Manager.
- **Storage.** Deployed Dell EMC PS6210E arrays with a combined 48TB of storage space, which provides a much higher performance than the previous storage arrays.

*"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

2,500

concurrent seats  
are supported



- **Networking.** Entirely replaced old network switches with faster, easier-to-manage 10GbE and 1GbE Dell EMC Networking N-Series switches.
- **Security.** Set up a complete disaster recovery system in one of its field offices, which connects to the Atlanta main office through a T-1 line, in addition to backup and redundancy for data transmission, and deployed Dell PowerEdge servers and Dell Storage at this site as well.
- **Operating system.** Deployed a Red Hat® Enterprise Linux environment®.

## Realizing savings while improving service quality

SBWC generated several remarkable results:

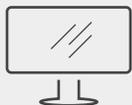
- **Cost savings.** Dell Networking N-Series switches have no port licensing or activation fees which can result in a savings to customers of tens of thousands of dollars per switch. Avoiding software licensing as well as hardware maintenance fees enabled SBWC to generate substantial savings after adopting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



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