



A model for government technology purchasing

State of Michigan saves \$2.5 million a year on technology purchases and extends highly advantageous contract terms to other public entities



State & Local Government

United States

Business needs

The state of Michigan aimed to restructure the Michigan Master Computing Program to streamline technology acquisitions for all its agencies while maintaining optimal service levels and keeping expenditures justifiable.

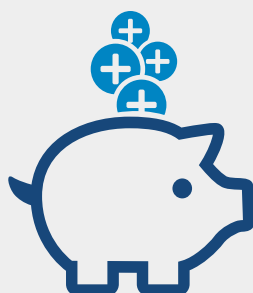
Solutions at a glance

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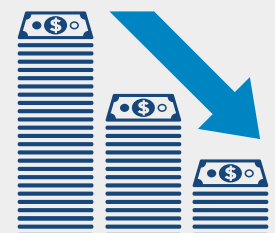
Business results

- Extends highly advantageous contract terms to other public entities
- Facilitates the state's Mobile First initiative
- Improves the user experience across state agencies
- Enables effective strategic technology planning

Realizes savings of
\$2.5
million annually



Offers hardware and software cost reduction up to
28%



Since 1995, the Michigan Department of Technology, Management & Budget has maintained the Michigan Master Computing Program (MMCP) to manage technology purchasing consistently for all state agencies. When it was time to rebid the contract in 2016, the department decided to invite competition and no longer consolidate all purchasing with one vendor.

Dell EMC won the new MMCP contract and is one of two partners that can sell both hardware and software. The state of Michigan already received some hardware and reporting services from Dell EMC, but now entered into a direct relationship with the company. Mary Ladd, manager of the MMCP and other programs for the department, says, "Dell EMC won the bid because they were very responsive to the details of our request for proposal. This vendor also has the breadth to meet all users' computing needs, from our executives to state police and case workers in the field."

Dell EMC deployed 650 servers; 55,000 Dell laptops, desktops and tablets; and data-center and networking equipment. Dell configures, tests and ships from a central location where it maintains an inventory of devices frequently purchased by the state of Michigan. "We commit to a service level of no more than 30 business days to get requestors their devices," says Ladd. "Dell EMC must deliver within 10 business days after we issue a purchase order. They consistently meet that standard." Under a separate contract, the department procures Dell EMC storage solutions.

Large savings and cost reductions

For the department and its client agencies, the contract with Dell EMC made large cost savings possible. "The state of Michigan will save close to \$2.5 million in each year of the five-year contract with Dell EMC on purchases of computers, peripherals and software," says Ladd. "We receive cost reductions of up to 28 percent."

Advantageous purchasing framework for public entities

Under a program called MiDEAL, the terms of the MMCP and other contracts extend to local and municipal government entities as well as educational institutions and nonprofit hospitals. Even other state governments have purchasing power within the MMCP framework. Ladd explains, "We broadcast the benefits of our Dell EMC contract to other governmental bodies. Without going out for bid, they can enjoy the same excellent terms."

Effective lifecycle asset management

The asset management enabled by Dell is of great importance to the department. Ladd explains, "Dell tags all computers and devices with their barcoded asset tag identification numbers and delivers frequent reports that sync with our information technology asset management system." State employees refer to the asset tracking system to verify when the four-year warranty on their device ends and when they should request a replacement.

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Manager, Michigan Master Computing Program,
Michigan Department of Technology, Management &
Budget, State of Michigan



Powerful mobility for state workers

Dell laptops and tablets are a critical element in keeping government work going at all times. “Our Mobile First policy relies on Dell devices to be effective for state employees,” says Ladd. “State employees can be effective in the office or at remote locations, and we can consolidate facilities and move out of expensive rental locations.”

Mobile-user experiences in several state agencies have changed for the better. Citing one example, Ladd says, “Dell Latitude Rugged tablets have been enthusiastically adopted by state patrol officers, who find them more versatile and powerful than the Panasonic devices they used to have. Other agencies may well follow their lead. Also, we no longer contend with delayed shipments or discrepancies between model numbers and actual hardware components.”

Fast, dependable services

Dell field services are key to ensuring the productivity of mobile and other state employees by maintaining best possible uptimes for devices. Under Dell’s Keep Your Hard Drive program, failed hard drives and their sensitive data never leave the control of the department. “Anywhere in Michigan, Dell resolves end-user issues by the next business day,” notes Ladd. “They don’t ship computers to another location for repair. Unlike previous vendors, Dell service technicians have no qualms about going into intimidating prison environments to fix a broken device.”

Helping state government meet its objectives

Dell EMC maintains a large presence in the state capital to meet the ongoing needs of the department and state agencies. Dell EMC also plays a strategic consulting role in addition to meeting the state of Michigan’s computing and networking needs. Conferring with the executive leaders in state government helps them plan for their long-range

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goals while taking advantage of technology innovations and major IT trends. Roadmaps developed by Dell EMC are also shared with the state's technology planners and decision makers.

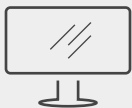
In regularly scheduled meetings, the state's design, delivery and infrastructure teams receive best-practice guidance and recommendations for systems architecture, technology acquisition and implementations from Dell EMC consultants. As a result, state agencies can follow enterprise-level industry standards for technology deployments. The state relied on EMC and VMware solutions to realize a secure, private cloud environment with a hyper-converged infrastructure and will be using Dell EMC software to protect its network, servers, data and applications.

"I'm very excited about what we can accomplish through our contract with Dell EMC," says Ladd. "We acquire valuable technology at excellent terms and gain the insight to perform effective strategic planning. I'm thrilled that we can offer the same benefits to other public entities and state governments."

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