

case study

GOVERNMENT

State of Kansas transforms IT infrastructure



The midwestern state of Kansas is home to over 2.9 million people whose lives are governed by the State of Kansas. Centered at the state capital, Topeka, this legislative body has a stated aim to deliver world-class digital government. However, this fundamental vision was being hindered by outdated infrastructure.

Based on a mainframe environment, the IT infrastructure had not been upgraded for many years. "We wanted to reduce costs, improve efficiency and mitigate operational risk while migrating away from the mainframe platform," says Donna Shelite, Chief Operating Officer for the Kansas Office of Information Technology Services. "Also, some of our mainframe staff members had retired and others were approaching retirement age so we needed to be proactive in planning for this ahead of time."

ENSONO BECOMES MAINFRAME HOSTING PARTNER

The state's IBM mainframe runs mission critical applications for multiple agencies which are connected over a Virtual Private Network (VPN). In 2015, the state issued a Request for Proposal to find an outsourced mainframe hosting partner. It was looking for a company with well-established support capabilities and a commitment to providing excellent service that would embody continuous improvement and flexibility. Based on these criteria, Ensono was hired.

One of the requirements for the State of Kansas' mainframe outsourcing partner was that all services, resources and data be kept onshore in the U.S. To achieve this, Ensono rebadged State of Kansas mainframe staff who are now Ensono employees. "It gives us a great deal of comfort knowing that these individuals are able to keep doing the same jobs as before, but now as Ensono employees," says Shelite.

Highlights

CLIENT

The State of Kansas Office of Information Technology Services.

CHALLENGE

Transformation of its existing IT infrastructure, including consolidation of the mainframe environment.

ENSONO SOLUTION

Provide outsourced mainframe support, day-to-day operational and disaster recovery services for the State of Kansas.

RESULTS

Our client:

- ✓ All data development and mainframe operational support has been kept onshore.
- ✓ More contractual and pricing flexibility to operate more efficiently today but transform and optimize in the future.

HELPING THE STATE SOLVE A LEGAL CHALLENGE

Since the mainframe contains federal tax identification information (or FTI), the state was required to notify the Internal Revenue Service (IRS) of any changes to the handling and ownership of the sensitive information.

The IRS ruled that moving the FTI to Ensono's hosted mainframe environment constituted disclosure of the information to a third-party vendor. They disallowed the move — even though the FTI was encrypted and Ensono had no access to it.

The Ensono team moved quickly and proactively to hire an outside attorney who specializes in FTI disclosure. The attorney found another similar case supporting the state's position. The Ensono team wrote a formal letter explaining this to the IRS and disputing their denial of the move. The IRS agreed and changed its ruling, only requesting that physical tape be replaced with virtual because possessing tape constitutes physical possession of data.

REDUCING COSTS AND BOOSTING EFFICIENCY

Ensono will help the state realize annual savings of 20%, or approximately \$1.8 million per year. "Previously, we had to bear all the fixed costs associated with owning the mainframe," says Shelite. By working with Ensono, the State of Kansas will enjoy contractual and pricing flexibility to operate more efficiently today and transform in the future. Together, Ensono and the state are implementing many cost reduction and efficiency boosting strategies, including:

- Consolidation of operational support resources to eliminate duplication of effort.
- Leverage of Ensono's existing software contracts and service provider purchasing structure to reduce software costs. The cost for IBM MLC, CA and Compuware software is included in Ensono's scope of services, as is bringing this software up to current levels.
- Elimination of the need to build/buy additional data center capacity to host the mainframe.
- Improved support and reduced operational risks.
- Migration of workloads away from the mainframe.

"The new mainframe infrastructure we're providing is giving the State of Kansas increased flexibility to accommodate capacity changes, along with world-class reliability," says Ensono Chief Operating Officer, Brian Klingbeil. "We're also helping them devise a long-term strategy for IT support that helps mitigate some of the challenges they're facing with regards to their aging IT workforce."

"Ensono provides a personal touch, and is always proactively engaged in optimizing our IT environment."

Donna Shelite
Chief Operating Officer for the
Kansas Office of Information
Technology Services

Annual savings of 20%,
approximately \$1.8
million per year.

Ensono delivers complete hybrid IT services and governance from Cloud to Mainframe. Let us help you operate for today and optimize for tomorrow.

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