



# EXCELLENCE WITHOUT COMPROMISE

Gateway helps local governments boost efficiency and slash costs.



Gateway®



## THE GATEWAY DIFFERENCE

Citizens depend on local governments for a range of vital services — everything from public safety to health care and utilities. Taxpayers not only demand that these services be extremely reliable but cost-effective as well. That's a tall order for local officials. Gateway is committed to providing high-performance technology solutions that help cities and counties deliver services citizens expect at a cost they can afford.

As you will see in the following case studies, Gateway offers a range of products and services designed to meet nearly any government IT requirement. Our long-standing reputation for service and value helped make Gateway the nation's third-largest PC provider and the fastest-growing provider of servers. We hold contracts in virtually every state and have access to other convenient procurement vehicles, such as GSA and WSCA, to help you in your purchase process.

As we have for 20 years, Gateway maintains a dedicated Government sales team that understands the needs of local government and is committed to providing the personalized service governments need to meet today's challenges. Gateway recognizes that agencies of all sizes have special requirements. At a time when the industry is moving toward automated service, Gateway is committed to providing world-class service to our local government clients.

And our commitment to service goes beyond the initial purchase. We are determined to make it easy for you to manage and support your technology throughout its life cycle.

We at Gateway believe local government customers shouldn't have to compromise quality to reduce technology costs. Gateway customers receive the best value for their technology investment — that means competitive prices, reliable quality and dependable service designed for government professionals. Local government does not need to sacrifice one for the other — and should expect no less. In an age of commoditization, we believe great customer service will never be a commodity.

*Call us today and experience the Gateway difference!*

Sincerely,  
**Kevin M. Shabow**, senior director, government, U.S.  
Gateway

## OPTIMIZING THE VALUE EQUATION

Gateway delivers high-performance, personalized service and low prices.

**Local government IT leaders** face mounting pressure as they juggle increasing demands, shrinking staff and continually tight budgets. IT workloads are expanding while nearly 50 percent of government IT knowledge workers will become eligible for retirement over the next seven years. Government agencies must balance training the next generation of IT employees with managing an endless train of work orders.

At a time when governments must be more efficient than ever, Gateway helps government customers make the most of tax dollars by providing reliable, high-quality technology at extremely competitive prices. What's more, Gateway backs its products with a comprehensive array of services that are tightly aligned with the way government professionals work.

### Outstanding Quality

Gateway offers a full line of managed products designed to fill government IT requirements, from powerful enterprise-class servers and storage to flexible desktop configurations, and innovative notebooks and tablets.

Gateway engineers its products to deliver exceptional performance and value. For example, the company uses standard components from the industry's best suppliers across product lines, so customers enjoy uniformly high quality and stock fewer replacement parts.

Furthermore, in the quickly evolving world of technology, Gateway offers predictability and stability that governments can count on. Hardware platforms and software images are offered for at least 12



months, so your agency is assured that it isn't phasing a model in as your supplier is phasing it out.

### **Competitive Prices**

Because Gateway keeps its own costs low, customers receive more computer for their technology dollar. Gateway understands local governments' drive to do more with less because the company itself does far more with less than its industry competition — a fact that constantly amazes government IT professionals.

In addition, Gateway's thorough understanding of government imperatives and processes allows it to meet public-sector requirements extremely efficiently — and those savings are passed on to government customers. Quality costs money, but it shouldn't cost more than what Gateway charges.

### **Close Relationships**

Gateway government representatives handle only state and local accounts, so they are familiar with the unique requirements of local government and understand what it takes to ensure business continuity in this environment. Gateway representatives know their customers intimately. They are team members rather than mere salespeople.

Gateway representatives specialize in local governments of all sizes. Technology managers from large cities and counties can depend on working with representatives who understand how to serve thousands of government employees and satisfy dozens of department heads.

But less populated counties or cities have specialized needs too. Gateway gives smaller government agencies a choice to buy computer equipment over the Web or from a live representative. Gateway has devoted personnel who do nothing but focus on the needs of smaller government entities.

Gateway understands that some requirements just can't be met online. If a small agency plans to buy 100 machines, for example, but needs to store them for 30 days and deploy them 35 machines at a time, its Gateway representative can personally handle the request.

That sort of custom-tailored service is impossible when all transactions are conducted through a Web interface.

Of course, Gateway government customers enjoy the ease and convenience of online purchasing when appropriate, but receive personalized service from their representative when they need it.

### **Comprehensive Support**

Citizens depend on local agencies for vital services. From law enforcement, to health and human services, to utilities, local government operations can't take a day off.

Gateway supports these and other mission-critical functions through support services designed to minimize downtime. For example, Gateway certifies government IT staff to perform their own warranty repairs. Gateway's government customers can report problems and request warranty parts electronically. Parts arrive the next day, without exception.

When local government IT technicians need telephone support, Gateway routes them to professional-level technicians who understand their business and service requirements. That means busy government IT specialists don't waste time answering questions designed for nonprofessionals. This special attention to the needs of government customers sets Gateway apart from competitors.

### **Exceeding Expectations**

Gateway recognizes that local governments need to reduce complexity and slash costs. Agencies demand systems that are durable enough to withstand long runs of usage and scalable enough to meet unpredictable future demands. They must have flexible damage protection warranties and reliable next-day part replacements. With Gateway, local governments don't sacrifice quality and service to stay within their budgets. Gateway customers nationwide prove that exceptional service and quality technology at low prices are not too good to be true.

# EFFECTIVE UPGRADE

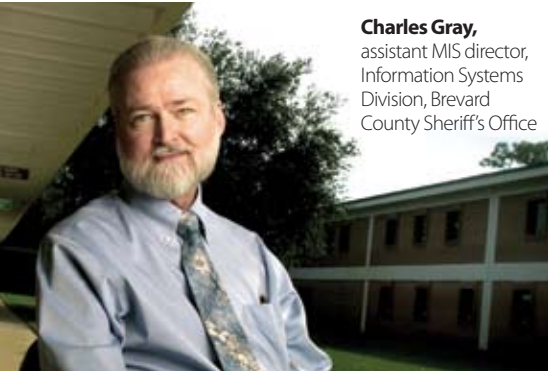
Gateway delivers turnkey data center solution for Brevard County Sheriff's Office.

**The Brevard County Sheriff's** Office serves nearly 500,000 citizens on Florida's Atlantic coast. The agency patrols the county's unincorporated areas, operates the Brevard County Detention Center and supports 13 municipal police departments.

Like most law enforcement organizations, the Brevard County Sheriff uses an array of technologies to protect residents. Applications such as e-mail and Web-based information systems have become fundamental crime-fighting tools, said Charles Gray, assistant MIS director for the Sheriff's Information Systems Division.

"We here at the Sheriff's Office have had e-mail for only about seven years," said Gray. "In that period of time, it's gone from a novelty to a critical application."

**Charles Gray,**  
assistant MIS director,  
Information Systems  
Division, Brevard  
County Sheriff's Office



But as e-mail's importance increased, e-mail servers struggled to meet demand. Microsoft Windows servers in the Sheriff's data center also support Web-based access to the agency's case report tracking, jail management and records management system. And they power the mo-

bile data switch that links mobile computers in patrol cars to state and federal databases.

"Deputies use the mobile data system to query the state of Florida and the FBI's National Crime Information Center to see if the person they pulled over for speeding is wanted for murder," Gray said. "People could die if that system doesn't work."

## Finding a Solution

To ensure access to mission-critical applications, the Sheriff's Office began an initiative to improve the stability, reliability and performance of Microsoft Windows systems in its data center. After reviewing proposals from several technology providers, the Sheriff chose Gateway to deliver a turnkey upgrade that included new servers, storage and software, as well as the services needed to deploy them.

Obtaining a comprehensive solution was key to Gray because there were few Windows experts on staff. Gray also had another reason for wanting a single company to handle the project.

"I try to avoid the finger-pointing scenario by making one individual responsible for the success of the project on the vendor side," he said. "So I'm looking for a vendor who can provide all the pieces of the project."

Gateway best fit Gray's requirements.

"What they proposed to me in both goods and services were more in keeping with what I envisioned, and at a much better price," he said. "They proved more flexible, and quite frankly, more professional and responsive to our queries."

## Impressive Performance

Gateway deployed new servers, storage and tape backup equipment in the Sheriff's data center. Gateway also migrated the office from Microsoft's Windows NT Server operating system to Windows Server 2003. "We went from an NT domain to a Windows 2003/Active Directory-type domain, which is a major change."

The company also upgraded the Sheriff's Microsoft Exchange Server 5.5 e-mail software to Exchange Server 2000. "That's a difficult and complex task, and Gateway was impressive," said Gray.

Results of the project were well worth the effort.

"The upgrade gives me the performance I need, and more importantly, the stability and reliability I need," Gray said. The new technology is more manageable, allowing the Sheriff's six-member staff to meet the needs of an expanding user base.

Information Systems staff now support 2,000 users on the Sheriff's Web-based BULLET 20000 system — which provides access to case tracking, jail management and records management information — and more than 900 e-mail clients. They also maintain nearly 400 wireless mobile data laptops used by deputies and 500 desktop PCs.

## Satisfied Customer

The new Gateway systems give deputies reliable access to tools that have become fundamental to successful law enforcement. And improved reliability and manageability allow the Information Systems Division to deliver these services more securely and cost-effectively.

"The bottom line, when all is said and done, is that I'm glad I did business with Gateway," Gray said. "I'm very happy with the work they did."

When the demands of a growing user base caused the Brevard County Sheriff's Office to upgrade its data center, the Sheriff's Office trusted Gateway to build a solution that gives officers and other staff fast access to critical information. The Brevard County Sheriff's Office relies on Gateway servers, storage and tape backup to keep vital e-mail and Web-based systems running. Gateway offers a range of products that perform well in rapidly growing, high-demand environments. Gateway recommends Microsoft® Windows® Server 2003 for government. Additional products include:

### E-9415R Series Server

The Gateway E-9415R Server dependably powers departmental databases, ERP or CRM systems, Web applications and other key functions. It delivers RAID 5 reliability, three hot-swap SATA or SCSI drive bays and redundant power supplies in a 1U chassis. With support for two Single- or Dual-Core Intel® Xeon™ Processors, the Gateway E-9415R offers ample computing muscle to meet growing demands.



### E-9715R Series Server

The Gateway® E-9715R Server with Intel® Xeon™ Processor with up to 8 MB cache supports applications that require high availability and maximum uptime. With as many as 10 Ultra320 hot-swap hard drives providing as much as 3 TB of data, the Gateway E-9715R Server handles today's heavy demands and scales to meet future needs.



For more product information, visit [www.gateway.com/gov](http://www.gateway.com/gov) or call 877-615-9623.

## BRIGHT IDEA

Gateway and CPS Energy of San Antonio team up for a powerful and cost-saving solution.

**The River Walk, or Paseo del Rio**, in San Antonio is one of the most beautiful destinations in Texas. Lined with rows of shops, restaurants and pubs, the 2 ½ mile stretch of waterfront comes to life at night, lighting up in a dazzling array of colors.

Like every other home or business in San Antonio, power to light the River Walk comes from CPS Energy™ — the nation's largest municipally owned energy company.

Many municipal utilities enjoy a monopoly on service delivery. However, recent legislation in Texas could put CPS Energy in competition with other utility providers.

"The landscape for municipal utilities is changing, especially in Texas," said CPS Energy's Director of Information Technology Christopher Barron. "In the past, we were guaranteed monopoly status within our service territory. With retail electric deregulation in Texas and a newly passed energy bill, we may opt to go into open competition or be required to compete."

CPS Energy moved to keep itself ahead of the pack: The company — through an intensely competitive bidding process — chose Gateway to provide high-powered, cost-effective PCs and servers. CPS Energy, which uses 4,000 desktops and notebooks, decided Gateway could provide the right equipment at the right price.

### Planning Ahead

CPS Energy had worked with Gateway for more than a decade, purchasing mostly on an as-needed basis. New laws and upcoming challenges led CPS Energy to form a more structured relationship with the company.

"Along with higher levels of service," Barron said, "we also need to have a predictable level of expenditures so that we can budget more accurately over a multiyear period."



**Christopher Barron**,  
director of Information  
Technology, CPS Energy

CPS Energy decided that a lease and replacement program would best suit its needs. CPS Energy leases Gateway® desktops on a three-year cycle and notebooks on a two-year cycle. Based on the company's business needs, Barron decided to refresh desktop technology frequently instead of maintaining old machines.

"We have a lot of users who are in engineering areas and require top-notch technology," said Barron. "We need to get them the best technology as soon as practical."

The agency uses Gateway® E Series and Profile® All-in-One PCs, with Intel® Pentium® 4 processors with HT Technology, to meet desktop computing requirements. Mobile users rely on Gateway® E-Series notebooks with Intel® Centrino™ Mobile Technology and Intel® Pentium® M processors.

### Intelligent Purchasing

Under the new arrangement, CPS Energy works with Gateway to predict its technology needs, allowing CPS Energy to obtain better pricing.

"We've lowered our costs because we set expectations with Gateway that we are going to commit to purchasing a steady amount of machines," explained Barron. "So that lowers our costs. Internally we've increased our customer satisfaction because people aren't going to have to worry about working on an obsolete computing platform. Consequently our PC support costs are also starting to trend downward."

As a municipal utility provider, Barron knows the value of delivering quality service to customers. He's delighted that Gateway takes equal pride in keeping CPS Energy satisfied.

"Historically they are very responsive to us in terms of our orders," said Barron. "For example, we purchase Hitachi SANs [storage area networks] from Gateway. Sometimes we've had to order those on very short notice, and Gateway has really stepped up to the plate. They get those units to us sometimes in as little as five days, when ordinarily it might take over 20."

CPS Energy must invest wisely in technology, and Gateway is seeking to prove CPS Energy chose the right technology provider. CPS Energy acquires the latest technology at the best price, all while receiving the professionalism and customer service for which Gateway is known.

"We can't afford frivolous investments in technology," said Barron. "We have to be highly conscious about cost. What makes Gateway such a good provider for us is that they have the ability to work within our cost structure and give us the offerings that we need."

Gateway provides CPS Energy with high-quality desktop and notebook PCs and servers to cost-effectively support operations as the municipal utility faces the possibility of entering the competitive market. Gateway offers a wide array of products that help governments maximize their investments. Gateway recommends Microsoft® Windows® XP Professional. Other products include:

### E-2600 Desktop

The E-2600 offers the manageability, reliability and easy serviceability needed for large-scale government deployments. The E-2600 with Intel® Pentium® D or Intel® Pentium® 4 Supporting HT Technology Processor and ATI® Xpress 200 chipset ensures product stability and is ideal for environments where performance matters as much as cost.



### Gateway Profile® 6

The Gateway Profile® 6 with Intel® Pentium® 4 Processor 631 Supporting HT Technology enables government agencies to maximize their computing investments. The all-in-one desktop costs about the same as a standard desktop system — but lowers total ownership costs by reducing deployment, maintenance and disposal expenses. The Gateway Profile® 6 can be upgraded to meet future demands. And with a durable, virtually tool-free chassis, it can be easily serviced in house.



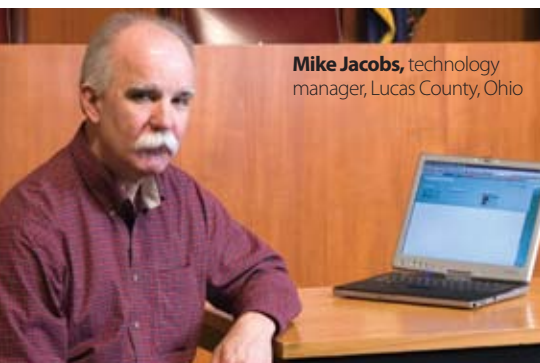
# SURPRISED BY SERVICE

Lucas County reduces breakdowns and streamlines technical support with Gateway computers.

**You know you're doing** something right when computers stop breaking down regularly. Mike Jacobs, technology manager for Lucas County, Ohio, can attest to that. After a year with the Information Services Department (LCIS), Jacobs shifted gears by standardizing the county's desktops on Gateway. A drop in computer breakdowns became very evident.

When Jacobs came aboard four years ago, Lucas County had a mixed bag of installed systems — some old, some new — brand names and generic.

A dearth of reliable desktops and dependable vendor service made application deployments painful for IT staff and dragged out repair turnaround times, he said.



**Mike Jacobs**, technology manager, Lucas County, Ohio

Technical support staff were expected to know how to support applications on a variety of hardware and Windows operating systems, and Jacobs had to manage multiple vendors simultaneously. Three years ago, however, Jacobs added Gateway E-Series desktops to his inventory and was impressed by the company's

devoted sales reps, rapid part replacements and affordable price.

## Building a Program

Jacobs' private-sector experience assisted with the development of a PC program based on standards and specific services. With support from the Lucas County Office of Management and Budget, 46 county departments started to switch their desktops to Gateway and began purchasing through the OMB central technology fund.

There was some initial minor resistance to the change of central purchasing. As the program matured and computer problems were reduced, it was noticed employees were more productive. Bulk purchasing also allowed lower pricing.

To date, Lucas County has purchased primarily three different Gateway PC models. This year, the county is purchasing the Gateway E-4500 with Intel® Pentium® 4 Processor with HT Technology. The county also purchased the M275 laptop to use both the wireless and tablet features. Several models of Gateway rack-mounted servers have also been purchased.

"I can't say enough good things about the support we've had from Gateway," Jacobs said. "It is far superior to any of the other companies."

Switching most PCs to Gateway enabled county support technicians to focus repair knowledge on fewer variables in hardware and OS — decreasing employee downtime while repairs are made.

"It lowers overall costs," Jacobs said. "It makes it much easier for our technical staff to be able

to work on a standard hardware platform and a standard operating system."

The LCIS network and PC technicians are members of the International Brotherhood of Electrical Workers union. The group became a Gateway Certified Warranty Provider to keep all maintenance in house. Gateway ships the county parts, and county technicians perform repairs. Jacobs said the parts arrive the next day like clockwork — sometimes within an hour and a half.

"There was one time when our Gateway sales rep, who lives in Columbus, brought a hardware part to us — delivered it himself because he knew how important it was for us," he added.

## Taking Out the Trash

Jacobs also uses Gateway's PC disposal program, which disposes of old PCs. The county receives a certificate documenting that Gateway cleared the hard drives and disposed of the computers in a manner approved by the Environmental Protection Agency.

Before using the disposal program, county facilities staff lugged out the old PCs, erased their hard drives and stored them until the county accumulated enough to be taken by the county waste management service.

Lucas County will begin desktop life cycle replacement in 2006, annually replacing 500 PCs. "PC disposal is a real hands-on, intensive process," said Jacobs. "That really solved a big problem for us."

Working with Gateway, Jacobs receives reliable technology and dependable service throughout the life cycle of the county's desktop equipment, allowing county departments to concentrate on the mission of government, instead of IT challenges.

In Lucas County, Ohio, the Department of Information Services standardized on Gateway desktops and notebooks to reduce maintenance headaches and streamline processes. The approach delivers more reliable technology for users and reduces support demands on county IT staff. Gateway offers reliable and stable product lines that assure continuity for wide-scale deployments. Gateway recommends Microsoft® Windows® XP Professional. Additional options are:

### M465-E Notebook

The M465-E with Intel® Centrino® Duo Mobile Technology offers exceptional performance and manageability in a lightweight notebook. Perfect for deployments across multiple departments, this notebook maintains Gateway's commitment to offering products with a stable and consistent platform, yet provides the flexibility and scalability needed to tackle a wide range of tasks.



### M255 Notebook

The M255 Notebook is the perfect fit for professionals who need the ultimate in performance, mobility and flexibility while maintaining investment protection and a long life cycle. With Intel® Centrino® Duo Mobile technology, this notebook is powerful enough to support CAD/CAM and 3D applications required by engineering and planning departments.



For more product information, visit [www.gateway.com/gov](http://www.gateway.com/gov) or call 877-615-9623.

# FLEXIBLE STANDARD

Gateway convertible notebook PCs help Washington legislators do more.

**Perched on the southern** tip of Puget Sound, Olympia is awash in natural beauty. From its namesake Olympic Mountains to its sparkling waterways and miles of shoreline, Olympia is a fitting location for Washington's capital city.

But in the state Capitol, vital technology was becoming too outdated for use by legislators and staff members. With a desire to standardize on mobile equipment that would meet the Legislature's needs for years to come, Washington's Legislative Service Center found a solution in Gateway convertible notebook PCs with Intel® Pentium® M Processors with Intel® Centrino™ Mobile Technology.

## Meeting Needs

The Legislative Service Center team discovered that convertible tablet PCs from Gateway would immediately improve flexibility for state legislators and remain viable for the foreseeable future.

"We're buying these devices for four years, and we felt it was a better use of our money to buy technology that could extend the potential for future use," said Legislative Service Center Director Cathy Munson. "Flexibility was one of the main reasons we chose a tablet platform."

The Legislative Service Center began the upgrade in 2004.

"We looked at numerous models," said Fred McDowell, IT technical support group manager. "We checked into the Gateway with the same criteria we used to evaluate the other tablets, which was basically a hands-on evaluation — looking at the feature sets, having some of our support staff look at them from a maintenance



Sen. Jeanne Kohl-Welles and Rep. Toby Nixon

point of view. We looked for a model that would need minimal maintenance. We felt that the system was a robust design."

Adopting the wireless Gateway convertible notebook design afforded legislators greater mobility with their computers, increasing their effectiveness. But greater mobility also boosts the chances of accidental equipment damage, so the Legislative Service Center factored warranty service and maintenance into its decision.

Gateway provided a four-year warranty plan that included accidental damage protection. Furthermore, the arrangement allows the Legislative Service Center to perform its own warranty work and provides an easy parts replacement program.

"Gateway was certainly the most cost-effective," said Legislative Service Center technology specialist Rick Scott.

McDowell agreed.

"This isn't the \$999 laptop you see advertised in the Sunday paper," he said. "We were

able to get the tablet features in the same price structure as a conventional laptop."

## Pleased Legislators

Now the innovative Gateway convertible notebook is winning fans among Washington state lawmakers.

"There are times when it is really advantageous, such as when I am in a meeting," said state Sen. Jeanne Kohl-Welles. "Our committee meets in the Senate Committee room. With the setup there, a laptop would be very obtrusive, whereas the tablet is not."

Legislators also find that using the tablet format is much more comfortable than a laptop in some locations. For example, most of the historic Capitol's furniture was not designed with modern ergonomics in mind, so using a notebook can be painful.

"On the Senate floor, the desks are such that using a laptop kills my back," said Kohl-Welles. "With the tablet, it's a lot easier."

State Rep. Toby Nixon agreed.

"When we're in caucus meetings, we don't all have tables in front of us. Propping a laptop on your knees and typing on a keyboard is awkward. With a tablet you can still be reviewing e-mails, checking reports, and all that on your computer. We're also able to use less paper around here."

He added that the Gateway convertible notebook allows him better interaction with the citizens he serves.

"It's also great for our meetings with constituents because you can have the tablet in your lap and still be using it and interact with them without having something standing in between you and them," he said. "That's important to me."

Gateway convertible notebooks offer Washington state legislators the flexibility and reliability they need, while providing the Legislative Service Center staff with a durable and low-maintenance solution. Gateway has a variety of notebooks to meet a wide range of needs. Gateway recommends Microsoft® Windows® XP Tablet PC Edition. Other Gateway notebooks include:

### E-100M Ultraportable Notebook

This slim and light notebook is perfect for professionals who spend as much time on the road as they do in the office. The E-100M Ultraportable Notebook with Intel® ultralow voltage Core Solo processors provides exceptional performance and battery life in a tiny package. And Intel Active Management Technology (AMT) allows IT departments to detect and fix problems wherever users dock their notebooks.



### M285 Convertible Notebook

The M285 Convertible Notebook with Intel® Centrino® Duo Mobile Technology offers flexibility and convenience in a device that is built to last. And Intel's AMT simplifies maintenance for IT staff by allowing remote management capabilities.



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**Call 877-615-9623 to speak with one of Gateway's local government experts.**



## Gateway®



### **E-9415R Series Server**

The Gateway E-9415R Server features Single- or Dual-Core Intel® Xeon™ Processors.



### **Gateway Profile® 6**

The Gateway Profile® 6 features Intel® Pentium® 4 Processor 631 Supporting HT Technology.



### **M285 Convertible Notebook**

The M285 Convertible Notebook features Intel® Centrino® Duo Mobile Technology.



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