



John Dunn,
employment and
training consultant,
Georgia Department
of Labor

RECOVERY CREW

Georgia Department of Labor uses Gateway Profiles to support transition services for displaced workers wherever they're needed.

Most people get laid off at some point in their lives. In Georgia, however, the Department of Labor seeks out displaced workers, so it can help them get back on their feet.

Being There

When a Georgia business faces the reality of employee layoffs, a rapid response team sets up camp on the company's premises or rents nearby office space to help former workers find new jobs. These temporary transition centers offer training, electronic job searches and resumé assistance. It is imperative that the centers provide user-friendly and reliable computers that are accessible to users of all skill levels, said John Dunn, employment and training consultant for the Georgia Department of Labor.

Voters elected Labor Commissioner Michael Thurmond in 1998 on a platform that challenged the state's Department of Labor to make its services more agile. Thurmond's leadership prompted the department to experiment with Gateway's Profile 3 desktop in 2001. Dunn said he was surprised that he could fit 10 Profile 3s in his compact car the first time he used them. Now the department has 120 Profiles, equipped with Intel® Pentium® 4 Processors 521 with HT Technology¹.

Dunn said Gateway Profiles are ideal for squeezing into a minivan, eliminating the nuisance of loading 20 desktops in a large truck when outfitting a remote site. The transition centers occasionally

operate for as long as two years, but three months or less is the usual duration. The Profile's compact size makes setting up the temporary centers a breeze, said Dunn.

"I can deploy more computers to more sites quicker with lower transportation costs," Dunn said, adding that the Profiles predominantly use industry-standard parts. "They're easy to work on and repair."

A Better Fit

Reliable computers are central to Georgia's transition services. For years, Dunn said, he searched for models better suited for Georgia's mobile centers than the traditional desktops he normally used. What he really wanted was a cross between a desktop and a laptop. Setting up 20 or more desktops on location was an arduous chore, but laptops presented ergonomic problems and security issues. He wanted a system that would provide the comfort of a full-size keyboard, but was easily moveable and convenient to place in tight work areas. After some shopping around, he bought 12 Gateway Profile 3s as a trial and hasn't looked back since.

"It's a good compromise between a desktop and a notebook. If you're looking for space savings, portability and a reasonable cost, the Profile is a good choice. There's not a huge cost difference between a separate component desktop and a Profile," Dunn said, adding that Profiles are easier to secure than laptops.

"Frankly I was surprised at how robust the Gateway Profile desktops were. I've had very little downtime with these machines."

John Dunn,
employment and training consultant,
Georgia Department of Labor

Customer Profile

Agency:

Georgia Department of Labor,
Transition Services

Mission:

To help people who lose their jobs as a result of mass layoffs transition to new and fulfilling employment.

Technology Objective:

Quickly deploy computer-supported layoff transition service centers and job fairs equipped to withstand massive use.

Gateway Solution:

Since 2001, the Georgia Department of Labor has used Gateway Profile desktops to support its temporary transition service centers and, since 2004, the many job fairs it sponsors.

ROI:

The Georgia Department of Labor finds that Gateway Profiles simplify technology setup for the service centers, offer a more secure solution than laptops and give displaced workers a user-friendly technology resource.

“Over the years, I’ve dealt with a lot of technical support staff, and you just can’t get any better than Gateway’s account management team.”

John Dunn, employment and training consultant, Georgia Department of Labor

The Profiles also are equipped with integrated floppy drives, which many companies don’t offer in such compact devices. Systems that require a separate floppy drive are problematic because the drives often get separated from the computer.

“We still find that we need a floppy for our customers,” Dunn said. “You can afford to give customers a floppy, but you can’t afford to give them a CD, much less a flash drive.”

Superior Service

Dunn said Gateway support technicians are the most reliable he has ever encountered. Gateway put Dunn on its account management program, and the service stunned him. He said he rarely waits longer than 30 seconds for a support technician to pick up the phone, and he can describe his problem without going through a list of scripted questions.

“Over the years, I’ve dealt with a lot of technical support staff, and you just can’t get any better than Gateway’s account management team. They know PCs and know their product,” he said, adding that Gateway’s sales representatives are appropriately attentive.

“You don’t want a salesman that calls you too often,” Dunn said.

Gateway also allows Dunn to order Profiles with a wide range of connectivity options. “Every way there is to connect to the Internet, Profiles can connect,” he said.

This type of flexibility allows Dunn and his team to help job seekers anywhere in Georgia. Furthermore, the combination of size, convenience and performance allow transition services staff to accommodate a large number of users in a limited amount of space.

Since 2004, the Profile’s portability and versatility have made it the Georgia Department of Labor’s choice for deployment at the numerous job fairs the agency sponsors around the state.

Under Pressure

The Gateway Profiles flexed their muscles at a recent career fair in Atlanta, which accepted about 10,000 participants before closing its doors, said Dunn.

“They actually had to turn people away from that job fair,” he said. “The computers we had there were in constant use. We had 60, and they stayed occupied the entire time.”

Dunn said technical debacles were the last thing he needed when assisting thousands of recently laid-off, anxious citizens, which made the Gateway Profiles indispensable.

“Frankly I was surprised at how robust the Gateway Profile desktops were. I’ve had very little downtime with these machines,” said Dunn. “The Profiles routinely withstand heavy use.”

Gateway’s accidental damage protection covers the machines in case of user damage in the field. He said Gateway gives the state a standard four-year warranty, which is a year longer than other vendors offer, and Gateway offered the most value for the money.

“The prices that we’re getting from Gateway are highly competitive,” Dunn said. “We’re usually charged roughly \$200 less than competitors’ prices.”

With Gateway, the Department of Labor doesn’t have to choose between superior quality and cost. Gateway provides the department with an ideal solution at a sensible price.



Gateway Profiles with Intel® Pentium® 4 Processors 521 supporting HT Technology¹ make it easy to set up transition services for displaced workers wherever services are needed.



800.211.4952
www.gateway.com/gov



This *Government Technology* Solution Spotlight is sponsored by Gateway. Copyright 2006 Gateway. All rights reserved. Ad code: 128461

Trademarks used herein are trademarks or registered trademarks of Gateway, Inc. in the United States and other countries. All other brands and product names are trademarks or registered trademarks of their respective companies. Intel, Intel Inside, Intel Inside Logo, Intel Centrino, Intel Centrino logo, Celeron, Intel Xeon, LANdesk and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Microsoft, PowerPoint, Windows and Windows NT are registered trademarks of Microsoft Corporation. Not responsible for typographical errors.

¹ Performance may vary. See www.intel.com for additional information.