



WORKFORCE WONDERS

Gateway Profile 5 all-in-one desktop computers prove a valuable addition to Workforce Central Florida's employment development program.

*Kameel Abdurrahman,
Director of Information
Technology, Workforce
Central Florida*

Nationally the unemployment rate is remaining steady at 5.6 percent. But in Central Florida, the overall number of jobless adults is consistently running a percentage point — or more — below the national average. This has been the case since February 2002.

A contributor to the area's overall employment success is Workforce Central Florida (WCF). WCF is a private nonprofit organization that provides no-cost workforce services to businesses and job seekers throughout its five-county region.

"Our main goals are serving job seekers while also building relationships with private-sector organizations seeking candidates to fill vacant positions," said Kameel Abdurrahman, Director of Information Technology for WCF.

The organization's One-Stop Career Centers provided training, career counseling, job referrals and other services to more than 120,000 Central Florida residents last year. WCF also helped over 3,500 Central Florida employers find more than 40,000 area job seekers.

ALL-IN-ONE SOLUTION

WCF recently deployed 1,000 Gateway Profile® 5 all-in-one computers in an effort to provide additional services to Central Florida residents.

The sleek, easily deployed, space-saving machines provide robust computing functionality and add to WCF's professional image.

"We knew we were going to replace our computers, and began looking at Gateway because of the space benefits provided by the all-in-one Profile 5," explained Abdurrahman. "But we've found one of the greatest benefits of the Profile 5 is that it has improved the professional image of our offices."

"Some of our customers don't know what to expect when they come to our offices, but when they come into our offices and see these cutting-edge Gateway machines, they realize we have the professional services available to help them," Abdurrahman said.

WCF offers its customers the opportunity to use the new Profile 5s in the resource centers and computer labs in its One-Stop Career Center offices. They can search job databases, take self-paced tutorials, create resumés and apply for new careers.

CUSTOMER PROFILE

AGENCY:

Workforce Central Florida (WCF)

MISSION:

Workforce Central Florida is the region's workforce expert, an authority for workforce planning, programs and the labor market. WCF connects employers to the largest pool of talent in the area and provides worker resources and

training. WCF prepares our community's residents for careers that meet local businesses' demands for today and into the future.

OBJECTIVE:

Provide more workspace for staff by deploying all-in-one desktop computers. Upgrade desktop technology used by thousands of job seekers for training, resumé-building and other employment services.

GATEWAY SOLUTION:

Compact Gateway Profile 5s fit the professional image WCF seeks to project, provide added space for office workers in close quarters and allow for easy maintenance and deployment. The WCF deployed 1,000 of the all-in-one desktop PCs through a three-year leasing program.

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POSITIVE PROFILE PERFORMANCE

Response to the machines has been positive across the board, according to Abdurrahman.

“Our customers are amazed that we offer the use of this kind of technology at no cost,” said Abdurrahman. “Most of them have never seen a system like this, and we feel the Profile 5s are greatly improving the experience of the customers coming into our offices.”

Staff members at WCF are seeing the benefits, as well.

“Our workers are very pleased with the functionality of the new Profiles, and with the fact they no longer need a bunch of different peripheral items on their desks,” Abdurrahman said. “Their workspace has been significantly improved, and they love it.”

FOSTERING INNOVATION

In the meantime, IT staff members at WCF are planning a few innovations of their own. The organization recently purchased a large 38' bus that will operate as a mobile career center.

Dubbed the Workforce Express, the vehicle will be outfitted with a dozen Gateway Profile 5 all-in-ones, and will soon be touring various locations throughout Central Florida.

“The Workforce Express will provide job seekers the same services we offer in our resource centers, and be available for employers to use as a training facility,” Abdurrahman said.

WCF's Gateway representative introduced Abdurrahman to the Profile 5 during one of the agency's quarterly meetings.

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Abdurrahman and his IT staff are impressed with the quality of the equipment and the ease of service.

“Gateway's quality is one reason we chose the Profile. We've had no problems with the product so far, but know if something does arise, that they are very easy to access and work on,” said Abdurrahman.

WCF acquired its Gateway Profile 5s through a three-year leasing program. When the current three-year lease expires, Abdurrahman plans to update his fleet with more Profile 5s.

“This is a neat system,” Abdurrahman said. “We'll refresh with the same type unit, though I'm sure there will be new innovations to the Profile by then.”

didn't know Gateway or anyone made an all-in-one PC,” Abdurrahman said. “Gateway actually offered us a test unit, and after trying it out, we were sold.”

Since then, Abdurrahman said his relationship with Gateway has been strong. “Gateway really worked very well with our finance department on our lease,” he said. “They've got a very knowledgeable team and their support has been great.”

With so many positives — from worker and customer acceptance, to space savings, easy maintenance and helpful support — Abdurrahman believes the new technology will continue to allow WCF to offer innovative workforce solutions to the Central Florida community.

“We have many tools right now to aid a person who is looking for a job,” said Abdurrahman. “We work hard to improve worker skills personally and professionally, and our Gateway Profile 5s are a big part of that effort. We're very pleased.”

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