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Washington State Sen.  
Jeanne Kohl-Welles



## 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.

But underneath the dome of the state Capitol building, vital technology was becoming too outdated for use by the legislators and staff members who work there. When a recently installed wireless network went live, older laptops in the Capitol building quickly showed their age. 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® Centrino™ Mobile Technology with Intel® Pentium® M Processor.

### MEETING NEEDS

Governments everywhere are racing to keep pace with changing service demands, as well as the evolving technology needed to support these new requirements. Such is the case in Olympia, where Legislative Service Center Director Cathy Munson and her team discovered that convertible tablet PCs from Gateway would immediately

improve flexibility for state legislators and remain viable for the foreseeable future.

"There were a few reasons why we standardized on the [Gateway] tablet," said Munson. "First was the potential functionality of the tablet. Second, 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. Flexibility was one of the main reasons we chose a tablet platform."

The Legislative Service Center began the upgrade in 2004, replacing four-year-old notebooks. The organization reviewed technology solutions from a number of providers, searching for the right combination of affordability, functionality and life expectancy. The legislature needed machines that could keep pace as technology changes.

"We wanted to look into tablets because of the flexibility and functionality," said Fred McDowell, IT technical support group manager. "So the process started, and we looked at numerous models. We checked into the Gateway convertible notebook 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 sup-

## CUSTOMER PROFILE

### AGENCY:

Washington State Legislature

### MISSION:

Washington's 49 state senators and 98 members of the state House of Representatives are elected to represent the will of Washington citizens.

### TECHNOLOGY OBJECTIVE:

Replace aging notebooks with affordable, reliable and extendable technology, allowing legislators to better serve constituents.

### GATEWAY SOLUTION:

Gateway convertible notebook PCs deliver a flexible and effective solution to the requirements of state lawmakers and staff members.

### ROI:

Legislators say the Gateway convertible notebooks make them more efficient and effective in their interaction with constituents.

“The Gateway convertible notebook] is 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. ... That’s important to me.”

Washington State Rep.  
Toby Nixon



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port staff look at them from a maintenance point of view. We looked for a model that would need minimal maintenance. We felt that the Gateway convertible notebook was a robust design.”

The Gateway convertible notebook is equipped with Intel® Centrino™ Mobile Technology with Intel® Pentium® M processors for optimum performance and reliability. 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; therefore, the Legislative Service Center factored warranty service and maintenance into its technology decision.

Gateway provided a four-year warranty plan for the Legislature’s convertible notebooks 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, which improves affordability.

“When we were doing our evaluation, we came to the conclusion that the tablet was the appropriate device because it would give members the flexibility of use,” said Legislative Service Center technology specialist Rick Scott. “So when we got to that point and looked at the models that were available, Gateway was certainly the most cost-effective.”

McDowell agreed.

“The cost reductions were significant when compared to the other tablet devices we evaluated,” he said. “We tried to configure the machines to be robust and to last a good four years in whatever circumstances. This isn’t the \$999 laptop you see advertised in the Sunday paper. We were able to get the tablet features in the same price structure as a conventional laptop. That was significant.”

**PLEASED LEGISLATORS**

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

“The difference with the [Gateway] tablet is the flexibility it affords,” said state Sen. Jeanne Kohl-Welles. “There are times when it is really advantageous, such as when I am in a meeting. 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



**The Gateway® convertible notebook with Intel® Centrino™ Mobile Technology enables Washington state to work more efficiently and effectively.**

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 a painful experience.

“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.

“Why’d we go with the convertible tablet instead of standard laptops?” he said. “There are a lot of reasons for that. 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.”

Nixon 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.”



**MOBILE TECHNOLOGY**