

Symbio Ecosystems

Digital Government Portal and Payment Services

Texas Department of Information Resources (DIR)

Digital Strategy, Operationalized.

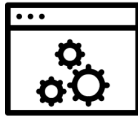
The Department of Information Resources (DIR), the central IT agency for the state of Texas, sought to evolve the official website of the state that provides portal and payment services for state agencies and eligible local governmental organizations, enabling them to conduct online business with their customers. With the support of Symbio, DIR is now embarking upon a digital transformation of how citizens engage with government.

Vision	Outcomes	Symbio Support
Evolve the Texas.gov platform to provide a more compelling, personalized customer experience with a business model that transparently optimizes financial outcomes across the stakeholder community.	<ul style="list-style-type: none">• An optimized use of funds• An operating model that provides transactional transparency• A modernized platform updated continually• Constituent single sign-on with persona-based knowledge and engagement.	<ul style="list-style-type: none">• Design operating model, performance model, and business model frameworks• Develop requirements and solicitation document set• Procurement assistance support• Transition and implementation support

Symbio is a CIO advisory firm that operationalizes digital strategies. Our commercial and public sector CIO clients engage with us to design, create, and deliver an IT supply chain that is highly automated to drive speed to value and create free market ecosystems of choice for consumers of IT.

Digital SIAM

Seamlessly connect the enterprise consumer of IT goods and services with the entire supply chain ecosystem.



Strategic Sourcing

Create value-generating Hybrid IT services ecosystems that leverage retained, sourced, and cloud-based XaaS services.



IT Business Management (ITBM)

Enable digital IT business management (ITBM) with financial and performance transparency delivered through a CIO dashboard.



Managed Services

Leverage Symbio core competencies in Digital SIAM, Strategic Sourcing, and ITBM to govern the IT ecosystem.



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Situation:

The Department of Information Resources (DIR), the central IT agency for the state of Texas, sought to evolve the official website of the state that provides portal and payment services for state agencies and eligible local governmental organizations, enabling them to conduct online business with their customers. Each month the site processes more than two million transactions averaging over \$120 million. The state was in a public-private partnership (P3) for the portal and payment services and sought to move to a multisourcing model that provided operational and financial transparency. The vision was to evolve the platform to provide a more compelling, personalized customer experience with a business model that transparently optimizes financial outcomes across the stakeholder community.

Solution:

Symbio supported the state in the design and drafting of the requirements and provided full support facilitating the sourcing transaction through final negotiations. The solution included:

- Application Development – Build online services that feature plain language, 100% accessibility, and a mobile-optimized design,
- Customer Service, Marketing, and Analytics – Provide 24/7 assistance to Constituents and receive site and transactions analytics for online services to be used in establishing best practices for improved adoption of the portal services,
- Payment Services – Provide secure, Payment Card Industry (PCI) compliant payment products that provide online and over-the-counter payment for government entities, and
- Technology and Operations – Provide the management of applications, maintenance, hosting, quality assurance, and security.

The multisourcing solution includes services provided by three service component providers (applications, payment, infrastructure) working in a shared services ecosystem leveraging the services of a Multisourcing Services Integrator (MSI).

Results:

The state achieved the operational and financial objectives in a highly competitive procurement facilitated in accordance with the RFP timeline dates. The key features of the next-generation service include:

- Business Model: A fundamental overhaul of the business model, moving from a revenue sharing public private partnership (P3) model to a more traditional revenue-funded sourcing model.
- Operating Model: A new operating model designed to achieve the overall program objectives through a multisourcing model leveraging the capabilities of a Digital MSI.
- Digital Government Assistant: A mobile application personalized to anticipate citizen needs and facilitate a secure, convenient, and efficient customer experience to transform how citizens engage with government.