

Enterprise Technology Solutions



A division within Enterprise Services, Enterprise Technology Solutions (ETS) enables customer access to innovative solutions so they can best serve the people of Washington State. Our services include:

- Information Technology (IT) customer service and support
- Business application solutions support
- Washington State government data reporting
- Project planning and project management
- IT systems design, implementation and support



ETS is different than other service providers

Our services provide innovative solutions that increase business process efficiency and drive down the total cost of ownership for business applications. We can deliver these benefits to our customers because:

- ✓ **Our customer base is diverse.** We provide solutions and support to the Governor, Legislature, state agencies, tribal governments, higher education, counties, cities, towns, schools.
- ✓ We provide efficient, high quality services **at competitive prices.**
- ✓ **We understand** how government works, at the enterprise level, the agency level, and the personal level.
- ✓ As public servants, **we care** about our customers, communities and coworkers.
- ✓ We **provide solutions**, not products.
- ✓ We provide customer service and support for all of the solutions we offer, **for the life of the solution.**
- ✓ We are **enterprise focused**, looking for enterprise/statewide solutions and keeping economies of scale in mind.
- ✓ We are focused on providing **maximum benefit** to our customers and taxpayers. Our services are not based on profitability.
- ✓ Our services and costs are tracked and visible to all. **There are no hidden agendas or fees.**