



THE PENNSYLVANIA TURNPIKE COMMISSION

The Information
Technology Division

THE PROBLEM

To keep pace with changing technologies and innovations, the Pennsylvania Turnpike Commission sought a strategic partner to help plan the IT project portfolio, and to manage project milestones and deliverables. The Commission needed to focus on meeting user demands and providing an outstanding citizen experience while still implementing disruptive technologies.

Business Analysis & Project Management

The Pennsylvania Turnpike Commission (PTC) operates the Nation's First Superhighway that supports national mobility and commerce. The Commission continues to add capacity to meet growing demands while making smart investments and improving the citizen experience. Investments to improve safety for customers, employees, and business partners, as well as efforts to leverage technology advances in toll collection and Intelligent Transportation Systems, have dramatically transformed the Commission.

As the Commission continues to invest in new technology, they need a partner who can support application development, business intelligence, and Geographical Information Systems (GIS), in addition to maintaining the existing portfolio of information technology projects. PTC desires to exploit technology to proactively enable citizen mobility.

THE SOLUTION

PTC strategically selected Info-Matrix to assist with IT governance and to work within the Project Management Office to lead the setup and completion of strategic IT initiatives. Additionally, our consultants assist with business analysis planning and system requirements and design. Working collaboratively with PTC, our consultants assign necessary resources and manage the quality of services delivered.

Since initiating the project, we have helped the Commission plan and prioritize their project portfolio. Our team has managed PTC projects in the following areas:

- Identity and Access Management
- Asset Management
- Centers of Excellence

PROJECT OUTCOMES

- Implemented Tools for Enterprise IT Governance
- Optimized Project Resource Capacity
- Improved Agency Security using Identity & Access Management Tools & Best Practices
- Total Quality Management & Continuous Improvement
- Incorporated Business Intelligence & Data Modeling to Increase Visibility of Operations
- Managed Mobile Application Development to Improve Emergency Response and Situational Awareness

Project Capabilities

- Geographical Information Systems (GIS / ESRI)
- Autonomous Vehicles
- Cliq and CliqView
- ServiceNow
- Mobile Applications
- Business Analysis Services
- Project / Program Management
- Portfolio Planning
- IT Governance
- Business Intelligence
- Organizational Change Management
- Resource Capacity Planning

Info-Matrix Corporation is a small, woman-owned technology consulting firm located in Camp Hill, PA. Recognized as one of the 2019 *50 Fastest Growing Companies* in PA, Info-Matrix has been providing professional services to the both the private and public sectors for more than 23 years. Our mature, cross-functional practices serve our customers in the areas of project management, business systems engineering, data management and strategic consulting. We focus on quality and continuous improvement to provide an unparalleled customer experience and to help our clients maximize **THE POWER OF INFORMATION.**