



# **General Services Administration**

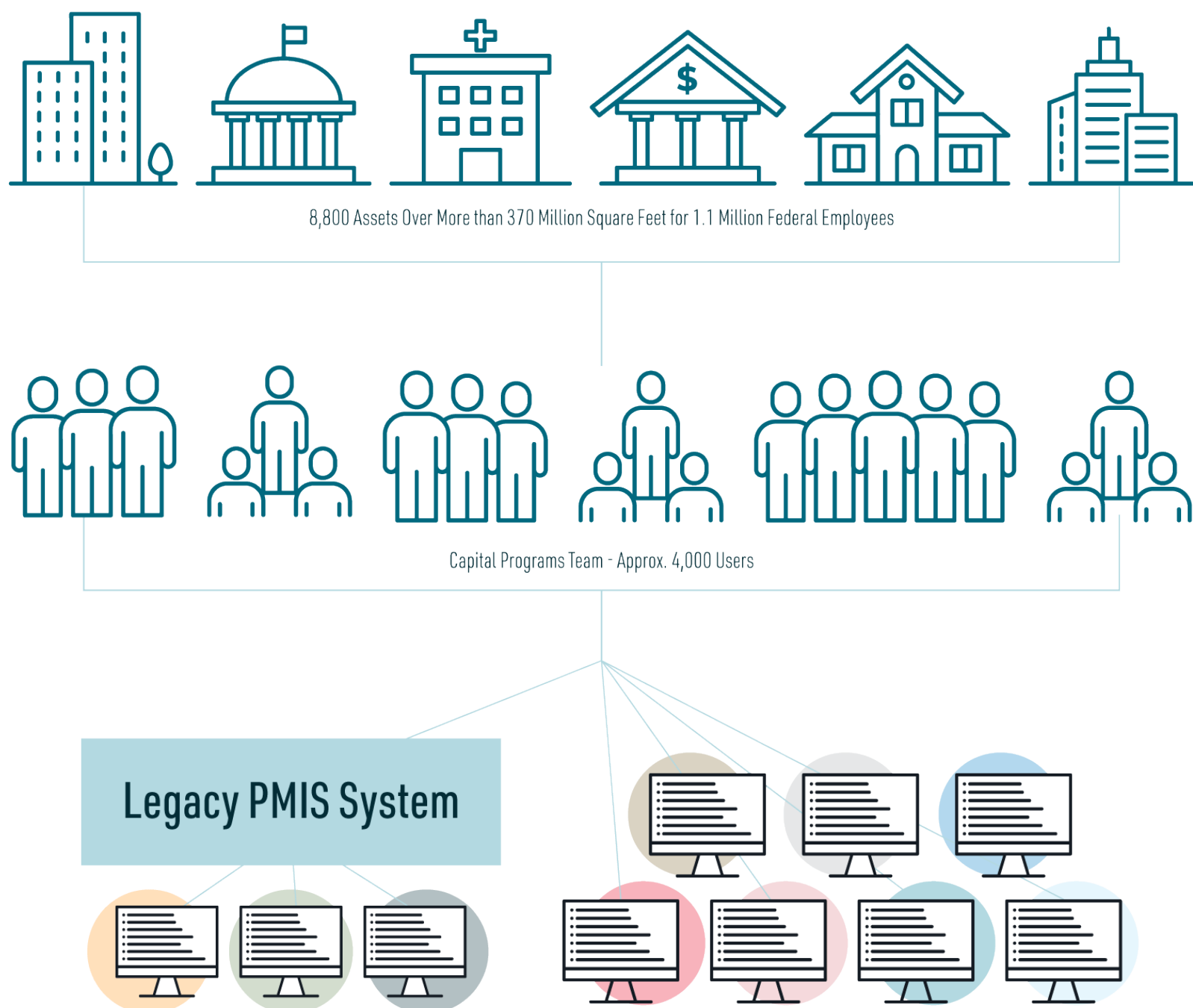


## General Services Administration (GSA)

General Services Administration (GSA), one of the federal government's largest agencies acquires space through new construction and leasing, and oversees these properties. GSA owns and/or leases more than 8,800 assets, maintains more than 370 million square feet of workspace for 1.1 million federal employees and preserves more than 500 historic properties.

### Challenges

GSA had been using the same PMIS system for over ten years when it reached the end of life. With incredible amounts of project and operational data at risk, the agency needed to find a modern solution that would allow for an easy transition while not inhibiting day-to-day operations during the process. Over the last several years, the agency had noticed its existing traditional PMIS was lacking innovative capabilities. The system had become slow and antiquated and was lacking functionality that the agency needed for growth.



Challenges with legacy system included:

- End users felt it was too complex.
- It was painfully slow, given the massive numbers of projects and users.
- The system had a cumbersome administration.
- It required custom bolt-on software to extend to meet unique requirements.
- Several point solutions were required to manage work along with the PMIS.
- Integrations and data access were batched and not available in real-time, with a wait time of six hours to 24 hours for updates.

With the announcement of its end of life, GSA saw an opportunity to implement a next-generation tool that would meet its new operational requirements and could grow and adapt to future demands.

## Requirements

The key requirements included:

- Implementation of a modern commercial off-the-shelf PMIS that is the system of record now and far into the future
- Management of a large, diverse organization and portfolio
- Provision of an intuitive, easy-to-learn and performant user experience to improve productivity
- Electronic collaboration to facilitate effective project delivery practices
- Consolidation and integration of systems to eliminate duplicate entry
- Enabled real-time access to data and dashboards
- Appropriate security and privacy safeguards

## Solution

Kahua was selected based on its flexible and agile platform that would conform to the specific workflows and business processes defined by GSA. In addition, being able to consolidate multiple point solutions and integrate data from other agency databases, users would now have a single login. This would eliminate duplicate data entry and user error and provide a single point of truth for all programs run by the agency.

The Kahua platform has a comprehensive set of compliance certifications that include:

- [FedRAMP](#) Authorized Status for its [Kahua Federal Network](#)
- General Services Administration (GSA) Moderate Impact Software as a Service (MiSaas) Authorization
- System and Organization Controls (SOC 2) Type 2 Certified
- General Data Protection Regulation (GDPR)
- California Consumer Privacy Act (CCPA)

Leveraging the Kahua Partner Network, the expertise of Runding and Centrenium, the scope of work completed in 13 months with an agile management strategy included:

- 7 Teams consisting of Kahua, Runding & Centrenium
- 12-month contract schedule to go live, Agile Management
- 27 Standard Kahua applications
- 16 New Kahua applications
- 25 Integrations with 10 legacy applications
- 2-month Migration of 2,400 projects





8,800 Assets Over More than 370 Million Square Feet for 1.1 Million Federal Employees



Capital Programs Team - Approx. 7,000 Users



Reduced Footprint with 16 New Process and 25 Integrations with Legacy Systems

The [Kahua for Government](#) solution today supports 4,000 users and will grow to support approximately 7,500 of the agency's users and more than 8,000 active projects. Kahua's flexible cloud-based platform enabled GSA to meet industry standards immediately while creating customized workflows in-house.

With the implementation of Kahua, GSA was able to add integration with Gmail, Google documents, 3D models, business intelligence dashboards and its financial system, which were not previously functionable.



### Why Kahua

Kahua's low-code application platform provides the most flexibility for custom configuration with much less effort than traditional SaaS solutions. This solution offers a modern, intuitive user interface that anticipates the next step and allows business processes to trigger additional processes as part of a system. The solution allows for an unlimited number of projects, data and documents without incurring additional cost.

APRIL 2022