Commonwealth of Pennsylvania Statewide Maintenance Contract

Case study — Matt Cox, Pomeroy (contract won 2003)

Matt Cox led the win of a statewide IT maintenance contract for the Commonwealth of Pennsylvania at **$2.7M per year**, against an incumbent charging **$8.8M per year**, a **69% cost reduction** for the Commonwealth.

The contract was delivered at **99.2% SLA** with **four-hour repair coverage across the entire state**, and it is **still held 23 years later**.

The win combined competitive procurement strategy, a field service network built to reach every corner of the state inside the repair window, and service management discipline sustained over more than two decades.
