



## GA Secretary of State

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responsible for remote  
support or help desk"**

— Wes Peters,  
IT Network Administrator,  
Georgia Secretary of State

### - About Georgia Secretary of State-

*Founded:* 1776

*Industry:* State Government

*Products/Services:* Remote  
Support of Government  
Elections

*Awards:* The Council of State  
Governments (CSG) 2001  
Eagle E-Government Award

*Customers:* 3,317,336 voters  
in 159 Georgia Counties

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When Secretary of State Cathy Cox released newly compiled data from Georgia's November 2nd general election, it showed that the accuracy of the vote count increased dramatically compared to the presidential election four years ago. Secretary Cox said the improvement was attributable to the deployment of a uniform electronic voting system in 2002.

Because of Cathy Cox's efforts Georgia has become a national leader in election reform. Her initiative made Georgia the first state in America to deploy a modern, uniform electronic voting system in every county. The new touch screen system has won acclaim throughout the state and across the nation, and has made Georgia elections more accurate and more accessible to the disabled and visually impaired.

In a state that's known for advancing the e-government revolution, it made a great deal of sense to also have the very best in remote support. In September 2004, it was announced that iTivity™ by Tridia Corporation was deployed statewide by the Georgia Secretary of State. iTivity is used to support remote PCs of voter registrars in each of Georgia's 159 counties. "Tridia iTivity is a Godsend for anyone responsible for remote support or help desk," says Wes Peters, IT network administrator of the Georgia Secretary of State.

Arguably, there is nothing more frustrating than to stand in line to pay for something or vote. As computers and software gain popularity for mission-critical applications like tabulating votes, there will also be times when they do not function as advertised. These are the times when seconds and security will matter most. Tridia iTivity is well suited for voting applications because it provides secure access to remote screens of most any configuration. Tridia iTivity delivers extraordinary savings in time and personnel that technology driven companies and governments immediately benefit from. "Before iTivity, I had to walk registrars through their problems over the telephone. Tridia iTivity saves me hours and hours, and hours. It works no matter how a remote PC is configured and without lowering security," says Peters.

Tridia iTivity is a self-hosted solution that eliminates the monthly subscription fees of competing services. Not only is this less expensive, but it also increases privacy. Tridia iTivity eliminates the need for VPNs, which can be messy, unsecured, and time consuming to implement.