



GSA Drives Efficient, Modern Federal Project Delivery with Kahua





The [U.S. General Services Administration \(GSA\)](#) manages one of the largest and most diverse real estate portfolios in the world: 8,800+ assets, over 350 million square feet of workspace for 1.1 million federal employees, and over 500 historic properties via its Public Buildings Service department. GSA's portfolio includes thousands of capital projects each year, including new construction, modernization and sustainability updates.



Challenge

Prior to using Kahua, GSA had been using a legacy project management system to manage thousands of projects. Their system had become slow and outdated, leaving GSA with critical gaps, such as:

- Missing functionality that was patched with multiple point solutions
- Lack of appropriate security safeguards, such as FedRAMP alignment
- Rigid, complex, manual workflows and workarounds that frustrated users
- Delayed, batched data updates that left teams waiting for information
- Multiple solutions that required duplicate entry, introducing errors and risk, and multiple logins to various point solutions

When support was discontinued for the old project management system, GSA had to find a new solution quickly. And with more than 6,000 projects in flight, they could not afford any downtime.

The agency needed a flexible new system that could protect years of project data, provide a better user experience, FedRAMP authorization and GSA Limited Authority to Operate (ATO) compliance as part of the base-year scope, all without disrupting daily operations.

Action

The GSA selected Kahua for its flexible, easily customizable platform that could conform to specific workflows and business processes defined by the agency. In addition, they were eager to consolidate multiple point solutions and easily integrate data from other agency databases.

They integrated over 24 Kahua core and custom apps—consolidating internal, legacy systems and GSA tools; and external enterprise systems, including:

- Salesforce, Databricks and Alfresco
- financial systems
- Gmail and Google documents
- facilities platforms
- 3D models and business intelligence dashboards

Additionally, the initial data migration successfully transferred approximately 100 complex projects and 600 standard projects from the legacy project management system.

Custom Apps Kahua Built for GSA:

- Sustainability
- Client Project Agreement
- Occupancy Agreements
- Sources of Funds
- Schedules
- Allowance Requests>Returns
- PM Forecast and Baseline Obligations
- PMP and Project Charter
- Buildings
- Work Items
- Work Requests
- Custom Integration Suite

Using kBuilder, Kahua's low-code/no-code visual development tool, they also rebuilt multiple systems that were previously hosted in other technologies, such as GBUILD, a sustainability application previously hosted in Salesforce, and a Client Protect Agreement legal application that was previously in Google Sheets.



Result

Since they onboarded Kahua in 2020, GSA has benefitted from using a centralized solution for different functions, standardizing secure agency-wide project delivery practices and collaboration.

Today, GSA manages more than 8,000 active projects in Kahua, supported by more than 3,500 internal and external users. They have consolidated 33+ custom solutions and implemented over 100 user experience enhancements based on user feedback.

The efficiency impact of Kahua has included:

- Centralizing project data, reducing duplicate data entry and errors
- Self-service app development using kBuilder, ensuring policy compliance
- Real-time dashboards and reporting for faster, more strategic decisions
- Streamlined workflows that improved user experience and vendor adoption
- Federal compliance with FedRAMP, MiSaaS and 508 Federal Regulations

GSA has positioned itself to deliver critical federal projects with greater efficiency, security and accountability, all by modernizing their project management system. By consolidating multiple systems into Kahua, they have eliminated redundant applications, reduced costs and established a single source of truth.



To See How Kahua Can Transform Your Federal Program

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