

# IT Managed Services for Local Government



**What are your IT needs?** Our solutions portfolio can help you reduce costs, optimize availability, and achieve measurable results. Our secure data centers, help desks and managed storage facilities provide a reliable IT infrastructure that minimizes the chance of disruption to our clients' daily operations.

From implementing green IT as a strategic cost savings, to providing IT infrastructure solutions as a service or as an IT commodity, to business application implementation and support, we deliver value. Whether you need IT consulting, application management, or infrastructure solutions, we can help.

## Our Value to You

- Single point of accountability and program management oversight throughout the program lifecycle
- Dedicated line of business focused on IT Services coupled with leveraged and proven commercial practices
- Innovative solutions through strategic partnerships with recognized leadership from both an applications and infrastructure perspective
- Integrated proven practices through our standardized process, tools, and methodologies for deployment
- Continued and long-term integrated relationships with local government clients and presence in all 50 states
- Serving 15,700+ local government entities with spectrum of offerings
- Strong track record of successful systems integration and service delivery
- Customer satisfaction and client referenceability
- Thought leadership, innovative solutions, and growing portfolio of existing and emerging technologies to accommodate client needs

## Facts

- First in North America to achieve ISO/IEC 20000 certification
- 16 data centers worldwide with enterprise command centers located in the U.S.
- More than 57,000 MIPS
- More than 30,000+ servers, approximately one-third managed remotely
- 500,000+ desktops supported
- Global high availability telecommunications (ACSNet™)
- ISO and ITIL professional standards
- #1 – Best Performer: IT Infrastructure Services
- #1 – Best Performing Managed Services Provider, Global Services 100
- #5 – Fortune's Most Admired Companies, IT Service
- #6 – InformationWeek 500, Most Innovative in the IT Industry
- #3 – Business Week's Best Performing Computer Services Company

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## IT Consulting Services

Our experts leverage deep knowledge and market insight to help you make the right technology investments, mitigate risk, and drive down costs. As a company that has IT at our core, we can provide the recommendations and roadmap you need to meet your goals. Our IT Consulting Services use ITIL and Six Sigma consulting strategies focused on key areas to include Strategy and Architecture; Risk Management Services; Multi-disciplined-Approach to Disaster Recovery/Business Continuity; Security Services; Managed IT Procurement; and Optimization of Assets; and others – all as a means to promote acquisition efficiency and operational effectiveness within your immediate enterprise.

## Application Management Services

We provide end-to-end applications services, including planning and solution design, development and implementation, hosting and management, maintenance, and support. We've got more than 6,000 employees dedicated to application development and maintenance worldwide. Our staff can supplement your personnel, co-manage applications or manage an entire applications set for you, ranging from custom and legacy application modernization to the latest web-based and packaged ERP solutions.

We also give you the option of modernizing your legacy applications into Web-based applications. It's much more cost-effective in the short term, and it also can reduce go-forward hardware, software, and labor costs by as much as 40 percent.

## Technology Infrastructure and Transformation Services

We're ready to leverage our worldwide network of data centers, help desks, and managed storage facilities to keep your daily operations up and running. Our resources, expertise, and technological investment support our clients in a variety of ways.

These include mainframe and mid-frame management; help desk/service desk management (implementing recognized

industry standards—ISO 9000, SEI/CMM, and SCP); desktop management, network services, and others that address VoIP telephony integration, server support (UNIX, Linux, and Windows), telecom expense management, and enterprise storage. We also offer Remote Infrastructure Management, where you retain control of your IT assets, while engaging us to manage that infrastructure remotely.

Moreover, we apply our proven methodology Standardized Process and Resource Kit Implementing Technology Solutions (SPARK-ITS) which includes repeatable, consistent, and documented processes. These processes formed the basis for our assessment at CMMI Maturity Level 3, an important industry hallmark regarding our capability to create and deliver sophisticated IT solutions.

## Advanced Technology Solutions

We realize that a managed solution is not always an option. Our Advanced Technology Solutions provide packaged technology offerings that our clients can deploy in their in-house environments. We've partnered with several leading hardware, software, and telecom companies to build this portfolio, which includes options for business continuity, storage, desktop strategy, and unified communications.

These packages solve new, emerging business challenges. For example, telecom expense management helps you reduce costs by taking advantage of preferential telecom rates and more effective asset management. Also, our power management solution—part of our Green IT portfolio—helps you effectively manage the energy consumption of every networked PC. Typically, this solution reduces each desktop's power usage by up to 60 percent—delivering \$25 to \$60 in savings per computer per year.

## Innovation and Cloud

Web 2.0 has ushered in an era of virtualization, on-demand IT services, increased automation, and service integration. Our Management Platform (AMP) consolidates service delivery into a unified, standardized ITIL V3.0-capable platform. AMP serves as the foundation for innovation and cloud offerings, including:

**Virtualization**—Our virtualization services enable you to increase bandwidth, storage, and server capacity by optimizing resources within your IT infrastructure. Our virtual desktop solutions also enable you to centralize desktop management to reduce costs by as much as 10 percent.

**Enterprise Cloud**—Our secure cloud offerings enable customers to increase server, storage, and network capacity on demand—using a web-based, self-service tool—lowering costs and reducing procurement times from weeks to 24 hours. Services can be delivered through the best combination of public and private cloud resources.

## Enterprise Document Services

We are the world's leader in enterprise document services. We are in a unique position to offer industry-leading solutions and services to optimize your printing infrastructure and streamline your communication and business processes.

Using Lean Six Sigma-based processes, our specialists work with you to create a strategic plan of action, then implement solutions and services that provide a solid return for taxpayer investment. Our services help you reduce overall document output cost, streamline paper-choked processes, improve the effectiveness of your communications, and provide greater access to information that citizens and staff members need.

Developing and adhering to sustainability practices is also a key requirement. We will be happy to share the successes of our long and deep-rooted commitment to the environment and let you know how we can help you do the same. Our services and solutions encompass:

- On-boarding Records Management
- Multifunction Printer Payment Processing
- Alert Notification
- Library Patron Access Management
- Constituent Communication Services
- Corrections to Career Print Services
- Audio Visual Solutions
- Enterprise Print Services

