Peraton

MANAGED SERVICES FOR ENTERPRISE INFRASTRUCTURE

A CHANGING ENVIRONMENT

Multiple contracts, support teams and tools; different processes, service level agreements (SLAs) and architectures; disparate customer satisfaction levels; and refresh difficulties are the current reality for many government agencies seeking streamlined, modern infrastructure solutions. Current trends in government and industry are driving dramatic changes to how we design, deploy and support critical information technology (IT) applications and business services to achieve mission success. Technologies such as cloud computing, software-defined networks, trusted internet connections, virtualization and secure mobile applications are rapidly redesigning IT paradigms.

These changes challenge traditional operations and escalate the need for solutions that meet pressing technical requirements within demanding financial environments while also seeking significant cost savings and movement from capital expenditures to more flexible operating expenditures. A managed services model can successfully meet these challenges and scale to meet current and future infrastructure needs.

INNOVATING TO MEET EVOLVING CHALLENGES

Peraton's managed services solution for enterprise infrastructure provides consistency and transparency, improves interoperability and transforms information technology-centric infrastructures into mission-centric resources that minimize operational risks. To achieve this, we focus on rapid deployment models with maximum flexibility, innovative next-generation technology inclusive of cloud computing along with highly regimented processes to allow for increased flexibility and elasticity. This allows us to deliver significant cost savings, innovation and increased security, while mitigating the risks associated with the delivery of enterprise infrastructure solutions.

By leveraging the same dedicated team across the enterprise, we gain detailed knowledge of all requirements regardless of location ensuring our customers receive consistent delivery and deployment support.

Our centralized approach to enterprise monitoring and management minimizes service impacts due to scheduled maintenance and empowers 100% continuity of operations and network system functionality. Our integrated IT service management capability delivers effective task order management and reporting; network asset, lifecycle, capacity and technology refresh management; and streamlined acquisition, scheduling, delivery and order management from an automated toolset.

Leveraging ISO 2000 certified processes and best practices to provide efficiency and standardization wherever possible, our managed services solution enables our customers to achieve:

- Cost efficiency and predictability
- Reduction of capital expenditures
- Access to new technology and capabilities
- Increased provisioning speed
- Scalability
- Information sharing capacity
- Centralization
- Advanced architecture enablement

MANAGED SERVICES VISIBILITY

Peraton's proprietary tool, Zeus™, is the foundation for visibility into our managed services. Zeus enables informed decision-making by providing inventory and end-to-end call order management that is flexible and customized based on evolving requirements.

Zeus

Zeus is designed to provide unparalleled automation and transparency. Hosted on a Federal Risk and Authorization Management Program (FedRAMP)-authorized cloud infrastructure, Zeus is a secure, web-based application. A centralized console allows customers to view any aspect of their infrastructure and its components through custom and ad hoc reports to gain a detailed understanding of the infrastructure in place, utilization, logistics, the life cycle status of each device and its purchase price—all in real time. Zeus fully supports of customer requirements to blend legacy, premise-based applications and infrastructure with forward-looking, cloud-based applications.

Zeus enables users to:

- Record and manage information on service-related equipment across customer sites and field office locations
- Inventory customer assets and items, including tracking end-of-life (EOL) and maintenance windows
- Use filters and sorting features as well as view rack and floor layout diagrams to easily access asset and item information that informs site reliability engineering information

Zeus delivers call order processes providing users with alerts, status on workflow and notifications that identify action for every step of the call order process. The tool reduces unnecessary delays typically seen in email-based processes and automates repetitive tasks such as call order number assignment, amendment tracking and customer code identification to decrease errors and the labor hours required to process call orders. Zeus enables a clear view of the approval process workflow for each call order and allows for delivery tracking in near real time. It quickly equips users with an understanding of current available capacity and capabilities and provides a streamlined process for adding capacity, new technologies and infrastructure into the environment while tracking the life cycle of all equipment.

FLEXIBILITY, UTILITY AND TRANSPARENCY

Peraton's infrastructure managed services solutions ensure customers maintain the flexibility to adapt to change, gain the agility to scale rapidly, and achieve transparency into the network environment and our processes.

Flexibility

We design solutions that enable deployment and maintenance of flexible, scalable and secure infrastructure solutions and technologies to accommodate existing requirements and potential future requirements. Our solution is heterogeneous and not reliant on any single original equipment manufacturer (OEM) to provide infrastructure or pricing. Our vendor-agnostic approach delivers customer tailored solutions for each environment and allows customers to benefit from competitive pricing throughout the scope of our contracts.

We select products that specifically address open standards and interoperability. Their adoption, coupled with high-end delivery, empowers our customers to take advantage of new solutions including software-defined networking technologies and next-generation architectures. Utilization metering for accurate usage measurement and the inclusion of exit and asset transfer options for end of project / contract realities weave additional flexibility into the solution.

Utility

Peraton managed services enable on-demand consumption line items to rapidly scale infrastructure resources up or down using software automation integrated with best practice ITIL change and release management processes. We employ automation to mitigate time-consuming manual tasks and integrate monitoring and provisioning capabilities—including incident response and problem identification—with service restoration dispatch capabilities.

Transparency

Peraton's Zeus delivers real-time visibility into the infrastructure—including the utilization and life cycle phase of all devices. It provides full asset tracking and enables smart buying decisions. Full visibility also makes it possible for customers to achieve green IT status by understanding what they need and when they need it.

PERATON'S MANAGED SERVICES APPROACH IN ACTION

The challenge

The Defense Information Systems Agency (DISA) sought a strategy to reduce costs and enable a managed services model for all communications infrastructure around the globe—without a capital outlay. This included procurement, maintenance and services for global communications infrastructure from more than 70 vendors at over 200 worldwide locations.

DISA needed to:

- Achieve a secure, reliable, responsive and cost-effective communication infrastructure
- Enable a dynamically scalable communications capability priced on a utility basis

Our solution

Peraton's solution was an end-to-end delivery model for communications and network infrastructure managed services within DISA's core data centers and key DISA customer sites that leveraged Zeus to inventory DISA assets and items, including tracking EOL. Zeus' centralized console enabled efficient management of existing and new communications infrastructure life cycles and procurement as well as refreshes and service calls.

Our service-based operational approach to the contractor-owned, contractor-operated model incorporated day-to-day operational control of the communication environment, including all software update installations, complete oversight responsibility, 24/7/365 support and a single, dedicated, toll-free number connecting users to support. For all communications applications, Peraton acquired, installed, uninstalled, transported, powered, configured and provided the necessary hardware, maintenance and communications operating software and services to support the communication infrastructure.

Resolution

Peraton's approach allowed DISA to realize a decrease in workload and time spent in planning and managing data center service needs while improving operational efficiency.

DISA achieved:

- Faster procurement time: under five days
- Shortened hardware deployment time: from 6-12 months to 45 days
- Significant cost savings through as-needed procurement versus capital buys
- Streamlined maintenance and troubleshooting with a single vendor contact regardless of the OEM or hardware

Designed for end-to-end customer satisfaction from initial service order to equipment deployment, our solution resulted in a robust delivery capability that ensured high customer satisfaction. Peraton services delivered a 99% SLA success rate.

We achieved this through:

- Consistent provisioning of network service offerings using proven, operationalized ITIL best practices for change, configuration, release and asset management processes
- Innovative centralized management capability for secure and efficient delivery of services to customers
- An established and dedicated program management office to directly support the management, operation and maintenance of all solutions provided

Peraton's managed services model employed and augmented business processes and ITIL best practices to enable the achievement of a dynamic network-purchasing vehicle that delivered reliable and uninterrupted service, real-time visibility, accountability and a robust service management capability to our customer.

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