Peraton

DIGITAL WORKPLACE SERVICES

Create a user-centric environment that enhances productivity anytime, anywhere, and on any device

What happens on the ground has a big impact on how well the Air Force and Space Force can defend the skies. Overall readiness is impacted by technology—and more specifically by how well service members use technology for complex missions and everyday functions. To achieve full potential, Air Force and Space Force fighting units require a defined roadmap to a modern, user-centric workplace that effectively meets organizational needs.

OUR APPROACH

Peraton enables flexibility that allows users to move seamlessly between base and remote environments on the device of their choice, in accordance with government regulations and standards. This meets user needs for mobility and endpoint user experience management while service desk support and contact center services ensure users are connected to their data, applications, information, and co-workers. Hybrid, integrated, and global Microsoft 365 solutions support all government cloud environments, safeguarding data at rest, in motion and wherever it resides.

Working collaboratively with customers, Peraton develops a strategy to determine the best path forward for digital workplace modernization considering the current state, desired outcomes, and the use of persona-based workplace experiences and barriers. This approach helps create the right solution—one that delivers the experiences, satisfaction, and high-performance mission execution that a user-centric workplace delivers.

BENEFITS

- Defined roadmap to a modern digital workplace
- Hybrid, integrated, and global Microsoft 365 solutions supporting all government cloud environments
- Flexibility for users to move seamlessly between base and remote environments on their choice of endpoints
- Secured data at rest, in motion, and wherever it resides
- Zero trust and endpoint protection security options
- Productivity and security improvements via virtualization solutions
- Intelligent support for unclassified and classified environments

OUR EXPERTISE

Peraton's credentials extend throughout the Department of Defense (DoD). We are modernizing the Air Force's Secret Internet Protocol Network (SIPRNet), and have operated the DoD's largest network. Today, across federal, state, and local government, Peraton's 1,000+ service desk agents deliver support services for more than 1.48 million users. In 2021, our service centers received and resolved more than 6.3 million contacts across multiple channels, including phone, self-service, web tickets, email, and chat. Through our digital workplace services solution, Peraton has experience managing over 267,000 Microsoft 365 users, 400,000 desktop, laptop, and mobile devices, and more than one million email mailboxes across the U.S. federal government.

OUR SERVICES

Peraton's digital workplace services transform government environments and provide a secure, persona-based, user-focused experience. Tailored for government users—both civilian and classified—Peraton's services are continually improved by our investments in research and development and the innovations from Peraton Labs. Our services include:

- **Workplace Advisory Services:** Peraton's expert consultants provide clear, actionable solutions to information and worker persona productivity obstacles.

- **Endpoint as a Service:** Peraton increases end user productivity, providing secure access to data, applications, and the cloud on any device, anywhere, anytime—with unified endpoint management, virtual desktop, device lifecycle, and endpoint security—transforming the traditional workplace.

- **Collaboration Services:** Peraton provides advisory, transformation, and managed services for complex and secure Microsoft 365 cloud-based productivity services to boost collaboration. Additional service options include unified communications and conferencing services.

- **Workplace Support and Contact Center Services:** Peraton delivers a market-leading suite of intelligent service desk/contact center, site support services, and multi-channel support services along with the ability to deliver end-to-end support of IT systems, and command, control, communications, computers, intelligence, surveillance, and reconnaissance (C4ISR) equipment and software.