Enterprise IT Support

Government Operations & Maintenance Services

Implementation of government mandates on Strategic Sustainability can be accomplished, in part, by consolidating IT resources. Enterprise IT Support Services provided by Vision Technologies (Vision) has helped government agencies of all sizes adopt a business approach to IT operations. By using an integrated, enterprise model, we help manage IT operations more efficiently and cost effectively.

Vision's Enterprise IT consolidation experts start by assembling an Integrated Product Team (IPT) that includes agency representatives, contractors and stakeholders. We assess the agency's current situation and based on the assessment, Vision's experts develop a project plan that details incremental changes, plot hardware and software consolidation, outline technology infrastructure connections between multiple locations, consolidate data warehouses for improved data storage, establish a single service desk to handle multiple locations, and unify server and remote desktop management.

Success Story

For the Environmental Protection Agency (EPA) Office of Research and Development (ORD), Vision implemented an ITIL-compliant enterprise IT environment. In the space of four years, costs were reduced to achieve the following annual savings:

Annual Savings	Cost-Savings Area
$9.65M	Lines of Service (Labor)
$320K	Equipment Power
$750K	Equipment Maintenance
$760K	Cooling
$11.48M	**STEADY STATE SAVINGS PER YEAR**

The Vision methodology provides for a single enterprise-wide architecture that runs the network backbone in accordance with government-mandated performance guidelines. The changes to the IT infrastructure are seamless, avoiding service interruptions while providing the following improvements:

- ▶ Improved employee productivity and government interaction with constituencies
- ▶ Better service and quicker response
- ▶ Faster information access to support decision making
- ▶ Plugged security holes and more robust intrusion detection
- ▶ Implementation of IT governance to control budgets
- ▶ Modernized technology and support
- ▶ Compliance with Federal regulations
- ▶ Reduced costs

Capabilities

Our Enterprise IT Support Services include:

- ▶ Design and implementation of an enterprise-wide framework
- ▶ Change management/ communication planning
- ▶ Consolidation/standardization of hardware and software
- ▶ Implementation of best practices and common methodologies
- ▶ Integrated Product Teams (IPT) across contractors

Customer Kudos

I wanted to say "thank you" to all of those who contributed information updates and handled the <site> security incident. This was an excellent team effort between Vision and EPA federal staff; the incident(s) were handled quickly, and updates were given to the appropriate ORD personnel to provide to EPA management and CSIRC.

Information Security Officer (ISO) Office of Science Information Management (OSIM)

You guys are one of our shining examples of doing things right. The risk is what the risk is; however, at least you know what your risk is and are paying attention to the problems and fixing where feasible. If only everyone cooperated the same way.

CSIRC Operations Manager to OSIM ISO about teamwork between Vision and EPA

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VISION TECHNOLOGIES
Making Vision Reality