



Securing Our Nation, Safeguarding Our Future

Serving DHS with High-Value Technology and Processes

Whether guarding against terrorism, securing our borders, enforcing our immigration laws, or improving our readiness for and response to natural disasters, the challenges facing the Department of Homeland Security (DHS) increase every day. The Department is working to unify and consolidate resources across the enterprise to more effectively carry out these complex missions. That's why DHS needs the right information technology (IT) systems to increase operating efficiencies while enabling secure intelligence-sharing at the federal, state, and local levels.

Dell Services brings a unique combination of industry-leading commercial best practices and ground-breaking federal experience to help you adapt as your mission evolves. We deliver full-spectrum IT support services, business process solutions, consulting services, and program management support to meet new Congressional and Presidential mandates while remaining flexible and agile in our approach. Whether you are seeking comprehensive IT expertise, flexible staffing solutions, systems support and management, or business consulting services, Dell tailors our proven solutions to deliver measurable results.

Dell Services Capabilities

If you need broad-based, enterprise-wide solutions or a more modular approach to meet specific operational challenges, Dell Services offers a full range of services and solutions, including:

Applications

- Cost of ownership reduction
- Application evolution
- New application development
- Functionality expansion
- Testing and evaluation
- Change and configuration management
- Software development lifecycle support
- Legacy application experience
- Application operations and maintenance
- Hosting

Business Process

- Process support
- Back office management
- Administrative services
- Processing capabilities
- Financial transaction assistance

Consulting

- New solutions identification
- System performance improvement
- Application optimization
- Enterprise strategy
- Knowledge management
- Systems security
- Systems consolidation

Infrastructure

- End-to-end infrastructure operations and maintenance
- Service desk and end-user support
- Network management services
- Data center services
- Hardware break / fix and depot services
- Enterprise modernization
- Cyber security support services
- System reliability improvement

Commitment to Excellence

- ITIL Standards Leadership
- CMMI Maturity Level 3 Rating
- ISO 9001: 2008 Certification
- The Government Services group is part of a larger organization achieving ISO 20000 certification

DHS Customers We Serve

- U.S. Coast Guard
- U.S. Citizenship and Immigration Services (USCIS)
- Customs and Border Protection (CBP)
- Office of Science and Technology

"We know there is no greater mission than ensuring our homeland is safe and secure. We stand ready to deliver the support you need 24 hours a day, 7 days a week."

Ross Perot

Founder and Chairman Emeritus, Perot Systems, now Dell Services, and U.S. Naval Academy Graduate

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Coming Through in a Crisis: U.S. Coast Guard

During the Hurricane Katrina emergency, Dell Services stood up several large command posts and ensured vital connectivity for more than 1,900 responders from 81 USCG units. During the crisis, Dell Services hand-carried server units (even wading through water) out of New Orleans and redeployed them to safe haven locations to preserve critical information and support rescue efforts.

Contract Vehicles

- DHS ABCFMS
- DHS EAGLE:
Functional Categories 1, 2 & 4
- FEMA COMMIT
- GSA Alliant
- GSA Schedules:
GSA Consolidated/Corporate Schedule (MOBIS, IT 70, Environmental, AIMS)
- GSA FABS
- GSA PES
- OPM TMA
- SeaPort-e
- Treasury TIPSS-3
- VA VCS

Examples of What We Do for Our Homeland Security Customers

U.S. Coast Guard (USCG)

Providing enterprise-wide information technology management and support

Emergencies can happen at a moment's notice, and it's the USCG's job to be two steps ahead of the game. To enable the USCG to respond quickly and more effectively to emergency demands both domestically and internationally, our company helped the USCG develop a complex global vessel tracking system that is used to support national and international security efforts, as well as marine search and rescue operations. Our engineers also built and deployed many mission-critical software applications such as the Marine Information System for Law Enforcement (MISLE). These leading edge systems have helped streamline the USCG's emergency operations while improving the timeliness of information.

As the largest IT services provider to the USCG, we currently provide enterprise-wide software development, operations, and full lifecycle support for 51 operationally focused applications that are used by the USCG, other DHS groups and agencies, DoD, and additional federal agencies. These systems serve more than 45,000 end users supporting 62 locations and 250 ships. We also provide operations and maintenance solutions, including Tier 1-3 help desk support by handling more than 200,000 calls annually.

Customs and Border Protection (CBP)

Using best practices and business process management solutions to enhance financial management and operations

CBP's Office of Finance sought to make integration and organizational improvements to respond to a changing environment and workforce. We helped define and institute a framework to continually assess and improve performance using industry-recognized standards for process and quality management. The deployed solution ensures that critical processes impacting operational performance are consistently executed and systematically assessed for optimization. Our process improvement consulting services enabled CBP's Office of Finance to fill a procedural need, streamline processes, enhance operational efficiency, and increase the effectiveness of program performance.

Our consultants bring proven experience in process engineering and analysis as well as the application of best practices in human capital, financial, asset and acquisition management processes. We are also an SBNet first team subcontractor and will assist with governance, deployment, and other transformation areas.

U.S. Citizenship and Immigration Services (USCIS)

Improving processes, supporting mission-critical work

The USCIS asked us to help reduce the agency's backlog of hundreds of thousands of naturalization applications. As part of this effort, our company now supports 60 USCIS field offices nationwide. We help process naturalization applications, provide status updates to case files, assist with interagency border inspection services and background checks, provide records management, and deliver other key support functions that help USCIS improve its operations.

To discuss how we can help you meet your mission, contact your Dell account representative, email dellservicesgov@federal.dell.com, or visit dell.com.

Simplify your IT Management at dell.com

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.
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