



Supporting Federal Agencies, Serving the American People

Contributing to Client Success: Federal Aviation Administration (FAA)

In 2006, the FAA's Air Traffic Organization (ATO) IT Operations unit needed to implement solutions for its quickly evolving technology and process needs. Perot Systems established a team of technology specialists in locations across the country who successfully consolidated 19 legacy ATO help desks into a new single National Service Center (NSC) that offered 24x7x365 support to 35,000 users. We deployed a standardized set of ITIL-based processes and the Remedy 7 ITSM support tool suite, while adding approximately 2,000 to 3,000 supported users to the NSC each month between May 2007 and October 2008.

The project was named as a finalist for the 2008 Excellence.gov Awards. The consolidation efforts also netted the FAA \$50 million in annual savings and won a Fed 100 award in 2009, given out by Federal Computer Week magazine.

Enhancing Civilian Agency Operations During Challenging Times

Our nation's federal agencies are at a technology crossroads. The Administration is asking agency leaders to use Information Technology (IT) to improve government services while facing the daily struggle to effectively meet operational requirements, manage current systems, and stay within budget. Federal agencies need IT service providers who will deliver on their promises. Perot Systems has earned a distinguished record of achievement based on rock-solid performance and consistently high client service ratings across our federal contracts.

For more than 20 years, Perot Systems has built its business by helping thousands of government and commercial organizations use IT infrastructure and business process solutions to improve performance, achieve their mission, and reduce costs. We're the right-sized service provider – we have the depth and breadth of experience to handle any challenge, yet we're agile enough to shift resources and adapt as client needs change. For federal agencies, we leverage our commercial best practices to identify solutions that best serve our government clients.

Federal Civilian Agency Solutions

Whether you're looking to implement broad-based, enterprise-wide solutions or need a more modular approach to meet specific operational challenges, Perot Systems offers a full range of services and solutions:

Applications

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

Consulting

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

Business Process

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

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

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Commitment to Excellence

- ISO 9001: 2000 Certification
- CMMI Maturity Level 3 Rating
- ITIL Standards Leadership

Contract Vehicles

- DHS Eagle
- GSA Alliant
- GSA Consolidated/Corporate Schedules (MOBIS, IT 70, Environmental, AIMS)
- GSA FABS
- GSA PES
- OPM TMA
- ITES-2S
- TIPSS-3
- VA VCS

Civilian Agencies: Representative Customers

- Department of Agriculture
- Department of Commerce
- Department of Education
- Department of Energy
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Interior
- Department of Justice
- Department of Transportation
- Department of Treasury
- Department of Veterans Affairs
- Executive Office of the President
- General Services Administration
- NASA

Examples of What We Do for Our Civilian Agency Clients

NASA

- » Supporting NASA's mission with award-winning service

In 2003, NASA hired Perot Systems to improve its IT help desk operations at the Ames Research Center. Perot Systems brought on board a Customer Relations Technical Area Manager who initiated a training program for current NASA help desk employees to upgrade the overall operation. In five short months, Perot Systems helped improve NASA's help desk operations as well as the quality of support services. Since then, Perot Systems has increased the level of support to the help desk and added around-the-clock service for many other NASA activities.

Perot Systems currently provides a wide range of support services on three NASA contracts. As part of our work for NASA's Flight Deck Display Research Laboratory (FDDRL) in California, Perot Systems associates have contributed to a number of large, distributed air-ground simulations (ground-based flight tests). In 2007, members of NASA's FDDRL team along with the Perot Systems team were honored with the Collier Trophy, awarded annually by the National Aeronautic Association for "the greatest achievement in aeronautics or astronautics in America."

The National Oceanic and Atmospheric Administration (NOAA)

- » Providing proven and scalable engineering capabilities

NOAA was looking for assistance with support requirements for facility upgrades and new building construction. The agency hired Perot Systems to help document and track requirements in the areas of project management, operations, and support. Perot Systems helped NOAA implement management functions that led to reduced costs, increased productivity, and the smoother functioning of NOAA facility projects. The first project Perot Systems supported became the Department of Commerce's and the State of Alaska's first building to meet the Leadership in Energy and Environmental Design (LEED) standards, the U.S. Green Building Council's program to build energy efficient buildings.

Perot Systems currently provides engineering support, scientific IT infrastructure services, management and systems administration support along with application and analysis for operational and research satellite data in atmospheric, oceanic, and land prediction services.

The Department of Education (ED)

- » Migrating and managing the first fully outsourced IT operation for ED

In 2007, the Department of Education sought to improve its entire IT operations environment in a cost-effective way and hired Perot Systems to implement the first fully contractor-owned, contractor-operated IT-outsourced contract in the Department's history. Perot Systems developed and continues to manage a customized end-to-end, contractor-owned contractor-operated solution that allows the Chief Information Officer to focus on supporting ED's business objectives and mission critical work.

Today, Perot Systems has more than 320 associates providing full IT outsourcing support for all of the Department's offices, including the Federal Student Aid organization, which is equivalent in size to the 5th largest U.S. bank. As part of our solution, we provide IT outsourcing services for more than 5,200 users across the country, including: data center hosting of applications, desk-side and help desk support, network and server operations, disaster recovery, messaging, telecommunications, information assurance, and database administration.

To discuss how we can help you meet your mission, contact us at 1-877-219-6982, or PerotSystemsGov@mail.ps.net.