



Department of Defense Services

Providing Mission-Critical Support in a Changing Environment

From cyber attacks to opposition forces that require smaller engagements in remote locations, new and evolving threats necessitate that the Department of Defense (DoD) foster greater teamwork between all military branches. More than ever before, success on the virtual and physical battlefields requires an added reliance on the security of information and IT systems networks.

As a trusted technology team member serving a number of defense customers, Perot Systems Government Services, now Dell Services Federal Government, understands the growing challenges facing our nation's defense agencies. For many years, we have identified and implemented the right solution for our defense customers, whether managing complex technology systems or performing integration, migration, and consolidation projects of all scopes and sizes. We have significant experience planning and implementing information security and data portability programs for both government and commercial customers. In addition to our DoD work, we are the largest provider of IT services for the U.S. Coast Guard and deliver many core services that support the intelligence community.

The Dell Services Approach

We offer a distinct alternative to business as usual. Our mission is to deliver results through proven information technology, business process, and engineering solutions with collaborative teamwork and demonstrated best practices. Since our founding, we have helped customers succeed by using disciplined planning along with industry-leading methodologies and effective change management processes.

Dell Services Capabilities

We design, build, deploy, maintain, and refresh technology and business process solutions. If you are looking at enterprise-wide initiatives or at single operational-level projects, we offer a full range of services, 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

- Systems integrity, continuity, cyber security, and information assurance
- New solutions identification
- System performance improvement
- Application optimization
- Enterprise strategy
- Knowledge management
- Systems consolidation
- Engineering, technical services, and logistics programs
- Safety, certification, and quality assurance management

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 (including virtualization and cloud)
- Cyber security support services
- System reliability improvement

Commitment to Excellence

- ITIL Standards Leadership
- CMMI Maturity Level 3 Rating
- ISO 9001: 2008 Certification
- Dell Services Federal Government is part of a larger organization that achieved ISO 20000 certification

Contract Vehicles

- Army ITES-2S
- GSA Alliant
- GSA Schedules:
GSA Consolidated/Corporate Schedule (MOBIS, IT 70, Environmental, AIMS)
- GSA FABS
- GSA PES
- MARMC - NAVY
- NAVSEA SeaPort-e
- OPM TMA
- VA VCS

"Our highest priority is to provide the finest technology and services to support our military forces. We are all available 24 hours a day, 7 days a week, to produce results."

Lee Carrick
Vice President,
Dell Services
Federal Government

Contributing to Customer Success: U.S. Army

Consolidating and improving the Army's enterprise IT infrastructure

The Army currently has a variety of networks operated by several commands with multiple entry points, making the technology environment difficult to manage and navigate. As part of a service-wide effort to improve IT through consolidation in support of the warfighter, we led the first CONUS site migration into the Area Processing Center (APC) at the Army's Rock Island Arsenal.

We also led the first base APC migration while supporting the first simultaneous single Directorate of Information Management (DOIM) migration. The consolidated network and consolidated service delivery at Rock Island Arsenal is now easier to maintain, service delivery is more uniform, and security has been enhanced with fewer entry points. The initiative at Rock Island is the first of its kind in CONUS and created a process blueprint for future installations.

Examples of What We Do for Our DoD Customers

U.S. Air Force (USAF)

High-level business support keeps USAF flying

As a result of a service-wide IT consolidation plan, Air Force Comptroller's offices were required to operate without dedicated information technology support, which adversely affected the financial systems support that every base requires. Because of our record of solving complex challenges, we were called upon to deploy a dedicated direct support team with specific expertise in both financial systems administration and professional IT support. This support enabled the Comptroller's financial systems to be timelier, more reliable, and standardized. We currently provide frontline, mission-critical network system administration, technical support, network design, installation, and troubleshooting services to nine USAF sites in the U.S.

Department of Defense (DoD)

Supporting DoD travelers through improved travel management

As a long-standing DoD team member, Perot Systems Government Services, Inc., an indirect wholly-owned subsidiary of Dell, Inc. (Dell Services Federal Government), has provided technical and management support to the DoD Travel Reengineering initiative since 1994 and services for the Defense Travel Management Office (DTMO) since 2006.

We currently provide support for commercial travel management operations, including travel agency operations, public and legislative affairs, DoD Government Travel Card program management, travel policy, strategic planning, and help desk services.

As part of our history of support, we helped successfully transition more than one million DoD users to a new DoD Government Charge Card vendor and helped standardize travel agency service requirements to improve performance and reduce administration costs.

U.S. Navy

Keeping our forces safer and helping drive down costs

We provide end-to-end acquisition and lifecycle support services to the Navy's submarine force, undersea systems, and surface ship forces. Perot Systems Government Services, Inc., an indirect wholly-owned subsidiary of Dell, Inc. (Dell Services Federal Government), has been the single contractor for the Navy's submarine quality assurance and safety engineering program for more than 20 years, working both at command headquarters and at sea, supporting sailors. In 2008, we assisted in more than 75 critical safety audits and ship certifications as "ready for sea." We helped certify the Navy's next generation, one-of-a-kind submarine rescue vessel: the Submarine Rescue Diving and Recompression System (SRDRS) and enabled the customer to save money as we kept the certification process on track. In addition, we supported early delivery of the newest Virginia class attack submarines helping save construction costs. We were also the headquarter's prime contractor for the conversion, overhaul, re-delivery, and initial operation of the nation's four new nuclear submarine guided missile boats. Our 400+ subject matter experts provide critical path support every day to keep our nation's submarine forces and Navy sailors mission-ready and safer at sea while helping to save taxpayer dollars.

[For more information about any of our service offerings, please contact your Dell representative or visit \[dell.com/services\]\(http://dell.com/services\).](#)