

IT Managed Services for Federal Government

Technology is vital to every organization. However, managing that technology seemingly becomes more complex every day. Our IT Managed Services solutions align with the Federal agency objectives for data center consolidation, cloud, and overarching IT optimization through the continuum of our IT managed services. Our services can help you address your agency needs even at times when constrained budgets and constituency pressures are on the rise. Our IT solutions can support your needs ranging from migration strategies, green IT, virtualization, and more.



From implementing green IT as a strategic cost savings, to providing IT infrastructure solutions as a service or as an IT commodity, to business application implementation and support, we deliver value. Whether you need IT consulting, application management, or infrastructure solutions, ACS can help.

Our Value to You

- Single point of accountability and program management oversight throughout the program lifecycle
- Dedicated line of business focused on IT Services coupled with leveraged and proven commercial practices
- Innovative solutions through strategic partnerships with recognized leadership from both an applications and infrastructure perspective
- Integrated proven practices through our standardized process, tools, and methodologies for deployment.
- Strong track record of successful systems integration and service delivery
- Customer satisfaction and client referenceability
- Thought leadership, innovative solutions, and growing portfolio of existing and emerging technologies to accommodate your needs

Why ACS?

- First in North America to achieve ISO / IEC 20000 certification
- Global high availability telecommunications (ACSNet™)
- More than 57,000 MIPS
- More than 28,000 servers, approximately one-third managed remotely
- 350,000 desktops supported
- ISO and ITIL professional standards

Complete IT Managed Services for Federal Government

IT Business Services

Our experts leverage deep knowledge and market insight to help you make the right technology investments, mitigate risk, and drive down costs. As a company that has IT at our core, we can provide the recommendations and roadmap you need to meet your goals. ACS' IT Business Services use ITIL and Six Sigma consulting strategies focused on key areas to include Strategy and Architecture; Risk Management Services; Multi-disciplined-Approach to Disaster Recovery/Business Continuity; Security Services; Managed IT Procurement; and Optimization of Assets; and others – all as a means to promote acquisition efficiency and operational effectiveness within your immediate enterprise.

Application Management Services

We provide end-to-end applications services (spanning legacy to mobile applications), including planning and solution design, development and implementation, hosting and management, maintenance, and support.

- We have more than 6,000 employees dedicated to application development and maintenance worldwide. Our staff can supplement your personnel, co-manage applications or manage an entire applications set for you, ranging from custom and legacy application modernization to the latest web-based and packaged ERP solutions.
- We also give you the option of modernizing your legacy applications into Web-based applications. It's much more cost-effective in the short term, and it also can reduce go-forward hardware, software, and labor costs.

Technology Infrastructure and Transformation Services

Through ACS' strategic relationships, we're ready to a secure network of data centers, help desks, and managed storage facilities to keep your daily operations up and running. Our resources, expertise, and technological investment support our clients in a variety of ways. These include:

- Mainframe and mid-frame management
- Help desk/service desk management

(implementing recognized industry standards – ISO 9000, SEI/CMM, and SCP); desktop management, network services, and others that address VoIP telephony integration, server support (UNIX, Linux, and Windows)

- Mobility management and enterprise storage
- Remote Infrastructure Management, where you retain control of your IT assets, while engaging us to manage that infrastructure remotely

Moreover, we apply our proven methodology Standardized Process and Resource Kit Implementing Technology Solutions (SPARK-ITS) which includes repeatable, consistent, and documented processes. These processes formed the basis for our assessment at CMMI Maturity Level 3, an important industry hallmark regarding our capability to create and deliver sophisticated IT solutions.

Advanced Technology Solutions

We realize that a managed solution is not always an option. Our Advanced Technology Solutions provide packaged technology offerings that our clients can deploy in their in-house environments. We've partnered with several leading hardware, software, and telecom companies to build this portfolio, which includes options for business continuity, storage, desktop strategy, and unified communications. These packages solve new, emerging business challenges.

Innovation and Cloud

Web 2.0 has ushered in an era of virtualization, on-demand IT services, increased automation, and service integration. Our ACS Management Platform (AMP) consolidates service delivery into a unified, standardized ITIL v3.0-capable platform. AMP serves as the foundation for innovation and cloud offerings, including:

Virtualization—Our virtualization services enable you to increase bandwidth, storage, and server capacity by optimizing resources within your IT infrastructure. Our virtual desktop solutions also enable you to centralize desktop management to reduce costs by a substantial amount depending on service delivery model chosen.

Enterprise Cloud—Our secure cloud offerings enable customers to increase server, storage, and network capacity on demand—using a

web-based, self-service tool—lowering costs and reducing procurement times from months to 24 hours. Services can be delivered through the best combination of public and private cloud resources.

Enterprise Document Services

A full IT managed services environment doesn't just stop at data. How this data is deployed by end users matters, and that means incorporating IT end-user devices such as printers and copiers into your strategy.

Using Lean Six Sigma-based processes, our specialists work with you to create a strategic plan of action, then implement solutions and services that provide a solid return for taxpayer investment.

Our services help you reduce overall document output cost, streamline paper-choked processes, improve the effectiveness of your communications, and provide greater access to information that citizens and staff members need.

Developing and adhering to sustainability practices is also a key requirement. We will be happy to share the successes of our long and deep-rooted commitment to the environment and let you know how we can help you do the same. Our services and solutions encompass:

- On-boarding Records Management
- Multifunction Printer Payment Processing
- Alert Notification
- Library Patron Access Management
- Constituent Communication Services
- Corrections to Career Print Services
- Xerox Audio Visual Solutions
- Enterprise Print Services

Additional ACS Qualifications

ACS is also a subcontractor on several department and agency specific contract vehicles covering Civilian, Defense, and Homeland Security. Numerous QMS, security and industry-recognized certifications and compliance to include: FISMA, FISCAM, SSAE16, CMMI Level 3, ISO 20,000, Lean Six Sigma, ITIL v3, and PCI.



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