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571-458-3824

TCI IT SERVICE MANAGEMENT – SUCCESS STORY

United States Air Force Air Mobility Command (AMC)

TCI IT Service Management (ITSM) delivery incorporates corrective, preventive, and perfective methods and enhances predictability and usefulness of enterprise IT assets and technical capabilities. TCI maintains a unified backlog of known Service changes (related to problems) and value-add changes (related to new services/capabilities/features/enhancements) and applies streamlined configuration, incident, problem, asset and release management practices tailored to suit customer enterprise priorities, culture, service strategies and designs.

TCI has extensive experience with largescale, high-complexity IT Service Management (ITSM) support requirements.

Customers & Projects

Air Mobility Command Applications, Infrastructure, and Systems Support (AISS).

TCI has demonstrated our enterprise IT Services delivery capability by providing full lifecycle support to AISS Enterprise IT Systems including Virtualization, Microsoft SharePoint, Big Data Solutions, Open Source Technologies/Platforms, Microsoft Exchange, Active Directory, Storage (including SAN, Tapes), Databases utilizing over 1,200 servers and 400 enterprise network assets.

TCI also provides asset management for over \$30M dollars of MAF C2 systems equipment, enabling AMC to have 100% visibility of assets condition and location.

Benefits:

TCI support enabled AMC to consolidate 13 systems and infrastructure engineering support contracts to achieve significant cost savings and economies of scale while executing streamlined Service Design, Service Transition, Configuration Management, Systems Engineering, Integration, Training, and IV&V responsibilities. TCI's support resulted in significant standardization, automation, process improvements, cost avoidances and increased velocity of services delivery.



TCI IT SERVICE MANAGEMENT – OVERVIEW

Capabilities & Accomplishments

TCI is a CMMI Level 3 company that has served our clients for over 30 years with offices throughout the United States. TCI brings low risk and on-time solutions by combining process maturity and discipline with innovative and fast paced cutting edge practices.

TCI thoroughly understands the **criticality of the wide range of Information Technology (IT) services** needed to **enable efficient and dependable business and mission operations**.

TCI's **Integrated IT Services Management delivery framework** unifies ALL Service Design, Transition, Change and Operations & Maintenance disciplines and fosters efficient release coordination, automation, and service delivery practices by improving collaboration, communication, and integration among end-users, and applications and infrastructure support teams.

Our holistic view of service management across **ALL service areas and their effects on enterprise operations** helps verify that planned and unplanned changes **meet specific technical, business, performance and security objectives**. Our framework serves as the catalyst to enhance IT services delivery capabilities (e.g., customer service, incident management, configuration management, applications, databases and infrastructures change management) and rapidly adapt to: support on-demand deployment, decrease change lead times, decrease change failure rates and decrease mean times to recover.

TCI offers **Full Stack Coverage** of Hardware, Operating Systems, Applications, Network, Data Center Management, Databases, Storage Management and related tasks. We are also able to **bridge the coverage between your Data Center and Cloud Infrastructure**. Our **unified Program and Service Management** comprehensively delivers **Secure, Reliable, and Scalable Infrastructure** Management services.

TCI has enjoyed a high degree of success by diligently implementing our Enterprise IT Service Management and Methodologies at our several customers including AMC, USTRANSCOM, Environmental Protection Agency (EPA), and Health and Human Services (HHS) National Institute of Health (NIH).

TCI brings deep expertise and strategies that take advantage of our unified perspective in continually identifying opportunities to improve any gaps in enterprise mission and vision delivery capabilities which allows us to add desired IT services without interrupting existing operations across the enterprise.