



# TCI IT SERVICE MANAGEMENT – SUCCESS STORY

Virtual Efficiency Center (VEC)

## Customers & Projects

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

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 apply streamlined configuration, incident, problem, asset and release management practices tailored to suit enterprise priorities, culture and service strategies and designs.

TCI performs many off-site functions as the prime contractor for AISS, to include: program management, business process improvement support, quality assurance, risk management, systems and software engineering support, testing and training support, and enterprise management services. AISS is a \$99M ceiling value contract which TRI-COR has supported continuously as both prime and subcontractor since 1996. AISS is an enterprise family of systems supporting 18,000+ users from various DOD entities, civilian agencies, and military branches.

TCI has been instrumental in Air Mobility Command (AMC)/A6 achieving the benefits it originally envisioned by consolidating 13 separate efforts into a single contract. This was an extremely ambitious and challenging endeavor that we believe has delivered substantially enhanced mission support and great savings to AMC. The scope of services includes providing real-time information for all Military Airlift global Enterprise Applications and Infrastructure Support that includes:

- Architecture & Integration
- LAN/WAN Network Communications
- 24/7/365 Multi-Tiered Help Desk
- Testing and Training
- Mobility Infrastructure Engineering
- Configuration and Asset Management
- Systems, Server Admin, Database Admin
- Enclave Information Assurance
- Security Engineering, Certification & Accreditation services

## Benefits

TCI research and engineering services led directly to our AMC customer's achievements, some of which are listed here:

- Implemented virtualization in the enclave and program environments saving critical infrastructure dollars
- Implemented many enterprise projects such as Wide Area Network (WAN) optimization, integrated patch management, and enterprise account management
- Implemented Splunk for capturing and generating operational insights
- Automated the Altiris build process (Continuous Integration) optimizing the hardware/software installation process
- Institutionalized lean and repeatable IT operations management processes, established integrated technical knowledgebase, and implemented a metrics based continuous improvement process
- Established a System Management Team responsible for automating engineering tasks
- Designed, tested, and implemented a new routing topology of the Command and Control (C2) Enclaves, ensuring compliance with various DISA directives (e.g., C2 capabilities, Information Assurance [IA], etc.)
- Reduced Computer-Based Training development time from several hundred hours for development, test, and production to less than 60 hours per CBT product
- Implemented a learning management system that has reduced travel to geographically separated locations, reducing travel costs and increasing productivity and
- Proposed, procured, and implemented a Configuration Management (CM) enterprise tool (Flexera FlexNet) to centrally track and efficiently manage IT Assets.

*TCI has extensive experience with largescale, high-complexity Mission Support in Classified and Unclassified environments.*



## 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.*