



## TCI PROFESSIONAL SERVICES – SUCCESS STORY

United States Air Force Air Mobility Command (AMC)

### Customers and Projects

#### Air Mobility Command Global Decision Support System (GDSS).

TCI specializes in systems support and sustainment, including Operations & Maintenance support in Classified and Unclassified mission critical environments. TCI Professional Services spans a wide variety of services including Help Desks; IT consolidations and migrations, systems, network and database administration; Video Teleconference services (VTC), software and hardware management; technology transition support; training and instructional support services; web administration services; requirements and configuration management; information security; testing; and program management services.

TCI has been continuously providing expertise in MAF C2, In-Transit Visibility/Business Systems since 1994. TCI's functional requirements team, as well as GDSS training and Functional Help Desk personnel, worked to integrate legacy GDSS and other system functionality into a modernized, fully integrated global MAF C2 system. TCI personnel maintain situational awareness of the GDSS enclave and the multitude of Global interfaces which move data into and out of GDSS.

### Benefits

TCI was instrumental in eliminating redundant GDSS functionality, resulting in:

- Improved mission data integrity and reliability
  - Increased functionality for users
- Greater efficiency, due to a common operational view of air mobility information, tailored for force-and-wing-level, deployed/theater, and operational support users.

*TCI has extensive experience with large scale, high-complexity Classified and Unclassified environments support requirements.*



[www.tricorind.com](http://www.tricorind.com)

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## TCI PROFESSIONAL SERVICES – OVERVIEW

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 and solutions needed to enable efficient and dependable business and mission operations.

TCI specializes in systems support and sustainment, including Operations & Maintenance support in Classified and Unclassified mission critical operations; Help Desks; Systems, Network and Database administration; Video Teleconference services (VTC), Software and Hardware management; technology transition support; Training and Instructional support services; Web Administration services; Requirements and Configuration Management; Information Security; Testing; and Program Management services.

TCI's Professional services delivery is based on our Integrated IT Services Management delivery framework which 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.

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