



TCI PROFESSIONAL SERVICES – SUCCESS STORY

United States Transportation Security Administration (TSA)

Customers and Projects

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 provides critical information sharing services that are responsive, accurate, and reliable using TSA enterprise assets such as TINMAN and TRACE. Our service delivery includes providing Technical, VTC, and Help Desk support services to successfully enable TSA users to securely share and safeguard information (e.g., classified and unclassified) with authorized users.

Benefits

TCI has implemented several Service Delivery operations improvements for our client at DHS TSA. Examples of these include:

- Modified the Remedy scripts to increase the efficiency of the data input process for tickets
- Inserted 100% daily quality check of Remedy tickets for correctness and completeness into the Service Desk Process
- Inserted Customer Satisfaction Survey into Service Desk process.

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



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.

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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.