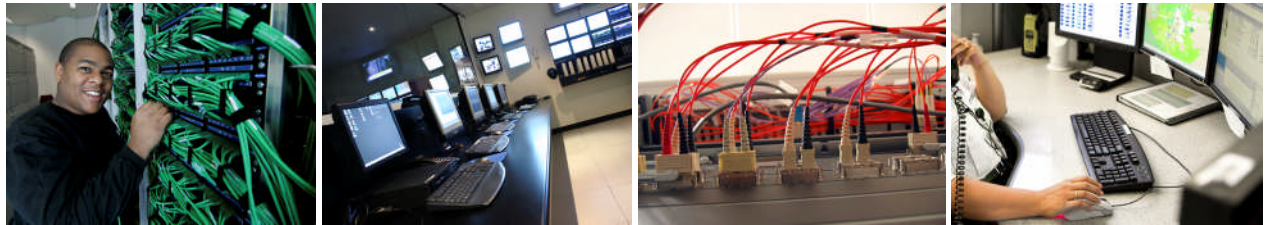


# INFRASTRUCTURE & SUPPORT

Secure, high-performance, adaptable solutions.

*Security. Networking. Architecture. Telephony. Desktops. Consolidation. Storage. Data Centers.*



The IT infrastructure of any major organization plays a critical role in the successful performance of the organization's mission. Organizations must have ready access to an advanced, resilient, secure, and adaptable IT infrastructure.

Emergint Technologies provides a full range of IT Infrastructure & Support Services. We provide cost-effective solutions by leveraging skills and processes, as well as technology.

## IT Shared Services Consolidation

- ◆ Consolidation planning, design & implementation
- ◆ IT shared services governance design
- ◆ Best practices reference model workshops
- ◆ Service-oriented architecture consolidation
- ◆ IT consolidation ROI workshop

## IT Strategy & Architecture Consulting

- ◆ Web services technology
- ◆ Adaptive application architecture
- ◆ Data integration services
- ◆ Service bus architectures & messaging services
- ◆ Service-oriented architecture
- ◆ Risk assessment & analysis
- ◆ Risk mitigation planning
- ◆ Emergency response strategies
- ◆ Continuity strategies
- ◆ Continuity processes & procedures
- ◆ Mock / drill testing & validation
- ◆ User training & awareness program

## Security and Privacy Services

- ◆ Security architecture & design
- ◆ Security monitoring & assessment
- ◆ Certification & Accreditation (C&A)
- ◆ Encryption services

## Desktop Lifecycle Services & Consolidation

- ◆ Transition planning, deployment, management
- ◆ Software image & service pack management
- ◆ Change control & proactive notification
- ◆ Asset lifecycle management
- ◆ Software updates & automated distribution
- ◆ Account & policy management
- ◆ Antivirus management
- ◆ Service desk
- ◆ End-to-end incident monitoring
- ◆ 24x7 support with single point of contact
- ◆ Knowledge-base maintenance
- ◆ Local language or specialized support
- ◆ Chat session support
- ◆ Remote desktop management

## Telephony Services

- ◆ PBX implementation & management
- ◆ Voice-over-IP implementation
- ◆ Videoconferencing
- ◆ Wireless email

## Networking Services

- ◆ Network expansion or consolidation planning
- ◆ Architecture & protocol selection & implementation
- ◆ Failure-point analysis & remediation
- ◆ Service mix assessment
- ◆ Integration & deployment services
- ◆ Network management services

## Network Storage & Storage Area Services

- ◆ Storage consolidation
- ◆ Disaster tolerant storage architecture
- ◆ NAS & SAN management services
- ◆ Strategic storage consulting services
- ◆ Storage customization consulting
- ◆ Data migration & data encryption
- ◆ Data de-identification
- ◆ Message-to-storage data capture

## Server Services

- ◆ Solution lifecycle management
- ◆ Server environment management
- ◆ Software initialization & customization
- ◆ Server consolidation & virtualization

## Enterprise Data Center Services

- ◆ Mainframe data center operations
- ◆ Mid-tier data center operations
- ◆ Distributed data center design & implementation
- ◆ Infrastructure capacity planning and design to meet application & business demands
- ◆ Capacity modeling & workload projections

## Best Practices & Methodologies

- ◆ ITIL (Information Technology Infrastructure Library)
- ◆ PMI (Project Management Institute)

## Experience

Client: US Army FORSCOM (subcontract to Booz Allen Hamilton)  
Project: Information Technology Services  
Location: Atlanta, Georgia

### PROJECT OBJECTIVES

FORSCOM's mission is to train, mobilize, deploy and sustain combat-ready forces capable of responding rapidly to crises worldwide. Emergint is part of a Booz Allen Hamilton led team that delivers comprehensive, end-to-end information technology services to FORSCOM.

### SOLUTION

Emergint is part of an integrated project team that provides classified and non-classified support services to FORSCOM. Specifically, Emergint provides help desk support to FORSCOM staff as well as systems training on authentication systems; basic COTS software such as MS Word, MS Outlook; and internal DOD software systems (GOTS) at FORSCOM and other national locations. Emergint engineers have supported GOTS roll-out efforts at remote sites and provided the necessary training to users.

### BENEFITS

This contract supports an integrated network management in which FORSCOM will capitalize on the multifunctional capabilities of today's technologists.

Client: Homecare Homebase  
Project: Network Consulting  
Location: Prospect, Kentucky

### PROJECT OBJECTIVES

Emergint provided two distinct services for Homecare Homebase (HCHB). The first service was to perform a strategic network analysis. The second service was to provide on-site technical expertise and direction in the form of troubleshooting, support, and maintenance for the HCHB network for a short-term period.

### SOLUTION

In partnership with HCHB, Emergint created a graphical representation of the current network infrastructure. We performed an inventory review of the network infrastructure and documented the findings and we performed a needs analysis to identify potential problems, requirements, and network load. The findings from the analysis were documented and included recommendations to achieve cost savings and identified points of failure or "problem spots" that cause poor performance or expose HCHB to loss of revenue.

### BENEFITS

The review provided HCHB with a clear understanding of the current network infrastructure and identified areas of in-efficiency where HCHB may or may not be able to combine voice and data services to achieve greater reliability and stability while maintaining end-client productivity. By gaining a clearer understanding of the network infrastructure, HCHB Information Services department was able to become more proactive in supporting their network environment.

Client: Centers for Disease Control and Prevention  
(subcontract to Northrop Grumman)  
Project: DaRT (Data Receipt and Transformation)  
Location: Atlanta, Georgia & Louisville, Kentucky

#### PROJECT OBJECTIVES

Data Receipt and Transformation (DaRT) encompasses all operations related to the receiving, transforming and loading of messaging interfaces from hospitals to feed the CDC's BioSense System, which is an enterprise system for the early detection and response to bio-terrorist activities. Emergint was engaged to provide Level I, II, and III support for DaRT.

#### SOLUTION

Emergint provides highly-skilled programmers, analysts, and systems engineers as Level I & II support personnel. These personnel work within a team environment to monitor and resolve issues for both the Data Message Brokering (DMB) and the Data Warehouse (DW) environments. Emergint also provides Level III support for advanced Extraction, Transformation, and Loading (ETL); vocabulary management; and data surveillance on an as-needed basis. To provide the best support possible, Emergint has adapted 'best practices' of incident management, problem management, change management, operations management, and technical support.

#### BENEFITS

Emergint is able to provide highly-technical resources who have been involved with the BioSense project since 2003. Emergint has played a vital role in support of many of the BioSense Program systems at the CDC including DCTS Legacy, Data Message Brokering (DMB), Common Data Store (CDS), Vaccine Management Business Improvement Project (VMBIP) and the RT (Real Time) Data Warehouse (DW).



www.emergint.com  
info-emergint@emergint.com

**Atlanta, GA:**  
Suite 100  
2600 Century Pkwy.  
Atlanta, GA 30345  
Phone: 404-327-5623  
FAX: 404-321-4574

**Washington D.C.:**  
Suite 737  
3 Bethesda Metro Ctr.  
Bethesda, MD 20814  
Phone: 301-941-1849  
FAX: 240-235-7123

**Louisville, KY (HQ):**  
Suite 1250  
455 S. Fourth St.  
Louisville, KY 40202  
Phone: 502-896-6210  
Fax: 502-896-6170