GTSI Professional Services
For the Life of Government IT

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One Mission. Yours.

The **critical services** that bring IT success

Information technology is a dynamic force, vital to your agency's life – and critical to achieving your mission. Building and running a reliable IT infrastructure, however, is a complicated, multilayered endeavor, requiring a variety of services covering every stage of the IT lifecycle.

For more than 25 years, GTSI has helped federal, state, and local governments solve technology and business needs. We offer a range of specialized professional services, applying industry-leading practices to ensure your infrastructure remains stable, and your systems are always current. Throughout the life of your project, our professional services experts remain focused on your technology initiatives, continually working to help you reach your business objectives.

From program management through support services, we deliver the crucial elements specifically designed to meet the IT requirements of our government customers. Plus, we apply the power of Technology Lifecycle Management (TLM) to government IT – giving you unparalleled access to expert services, from acquisition through disposal and refresh, to ensure that your technology and infrastructure remains up-to-date.

The benefits of GTSI's professional services:
- Industry-leading practices
- World-class partners
- Certified and cleared engineers
- Proven management processes
- Services for the full lifecycle of your technology

The Value of Program Management

GTSI's Program Management Office provides the strategic direction, oversight, and leadership that is necessary to manage large, complex, and mission-critical programs. We apply technology lifecycle methodology, using performance-based management principles, to deliver enterprise level solutions and services to our government customers. This is accomplished by combining industry-leading technology products and Commercial Off-the-Shelf (COTS) software with world-class service delivery and innovative business practices to programmatically improve the acquisition, deployment, and operation of IT infrastructure.

Our highly experienced program management team provides the oversight and leadership critical to our customers' success – defining and prioritizing goals, establishing reporting processes, and managing across departments and business entities. Such meticulous attention ensures all programs and related task orders proceed efficiently, with minimal risks and optimized business results.

The Discipline of Project Management

GTSI's certified and experienced Project Management Professionals work hand-in-hand with our delivery teams to effectively manage the scope, cost, and scheduling of your project – meeting timelines, budget, and planning requirements while assuring quality through risk mitigation and detailed documentation. Our comprehensive process considers every stage of your project, from kickoff to closeout.

Our project managers apply principles from the Project Management Book of Knowledge (PMBOK) to provide exceptional oversight and management for project implementations. Our team employs proven, repeatable processes to guide projects to successful completion, and Earned Value Management standards can be applied for large scale projects. Through continuous communication, collaboration, and milestone management, our professionals make sure stakeholders are informed and technical teams remain focused, to ensure projects are delivered on time, on budget, and within scope.
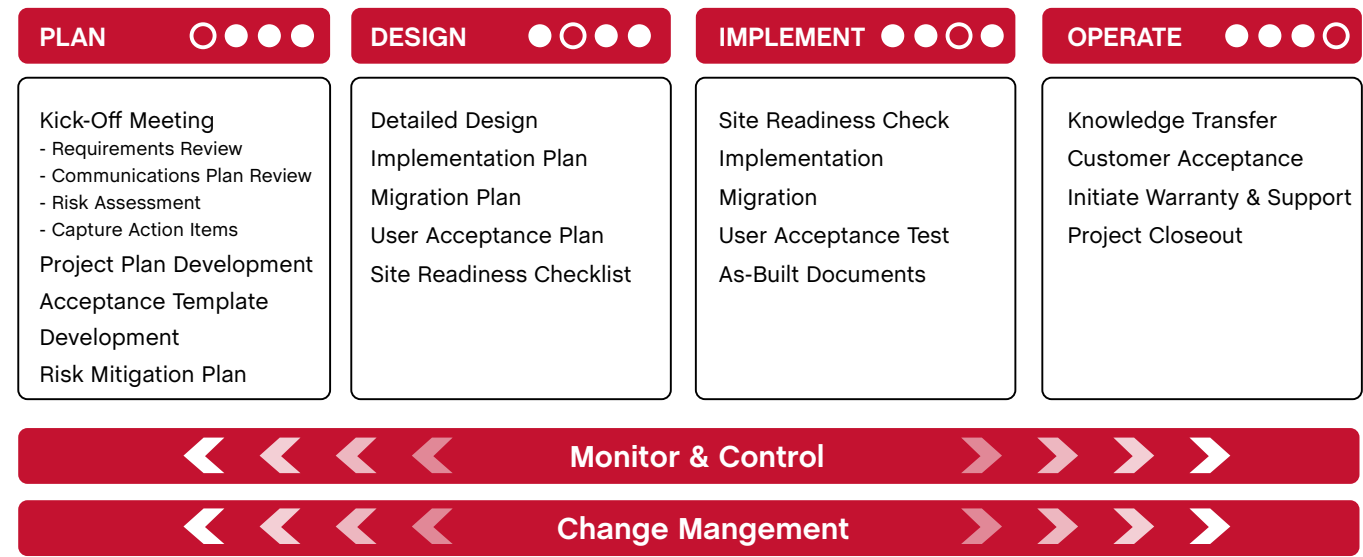
The Highest Level of Engineering Expertise

GTSI's engineering staff offers years of industry experience in developing and integrating state-of-the-art technology. Our highly skilled experts are proficient across a wide range of disciplines, allowing us to tackle challenges in a variety of areas and concerns. Our seasoned engineers hold hundreds of industry certifications and specializations, along with the security clearances required by our government customers – all the qualifications needed to plan, design, implement, and operate essential infrastructures that satisfy today's rigorous business demands and provide the foundation for meeting tomorrow's needs.

Our engineers deliver high levels of customer service while providing the best solution possible for your organization and constituency needs. Our experience extends from the network to the end user, encompassing the data center, branch offices, inter-networked campuses, communication closets, and distribution frames, as well as rarified environments such as public works, seaports, airports, and research facilities.

From initial site surveys and assessments to infrastructure design and implementation, our IT professionals use proven methodologies, tools, and metrics to optimize performance and accommodate future enhancements. Whether your needs are in the network, server/storage, software, or security arena, our talented teams draw on their considerable expertise to ensure your project's success.

PLAN ○ ● ● ●	DESIGN ● ○ ● ●	IMPLEMENT ● ● ○ ○	OPERATE ● ● ● ○
Kick-Off Meeting - Requirements Review - Communications Plan Review - Risk Assessment - Capture Action Items Project Plan Development Acceptance Template Development Risk Mitigation Plan	Detailed Design Implementation Plan Migration Plan User Acceptance Plan Site Readiness Checklist	Site Readiness Check Implementation Migration User Acceptance Test As-Built Documents	Knowledge Transfer Customer Acceptance Initiate Warranty & Support Project Closeout

‹ ‹ ‹ ‹ Monitor & Control › › › ›

‹ ‹ ‹ ‹ Change Mangement › › › ›

As an added assurance of success, GTSI uses a Plan, Design, Implement, and Operate (PDIO) methodology on every delivery project. This proven process uses industry best practices, fully supported by our experienced engineers and partners. PDIO methodology is flexible and accommodates each project's unique requirements.

The Security of Integration Services and Asset Management

GTSI's Integration Services and Asset Management group provides a precise mix of engineering, integration, and logistical support for complex turnkey systems. Our certified engineers have proven experience in industry-leading integration platforms. GTSI's knowledge of government IT requirements, coupled with strong integration and asset management experience, help mitigate project risks when integrating new technologies in our government customers' environment.

Our Integration Center, located in the Washington D.C. metropolitan area, is an ISO 9001:2008 certified facility where dedicated professionals assemble, integrate, test, and configure systems to your specifications. The 144,000-square-foot center operates 24-hours a day and holds more than 1,340 build stations, allowing for up to 2,500 builds per day. A project manager oversees logistics support and fulfillment of services for each project, to streamline deployment, reduce downtime, manage costs, and consolidate resources.

Additionally, GTSI provides a range of asset tracking and inventory management services, incorporating such tools as radio frequency identification (RFID), that enable you to track assets from the time of purchase to end of life. Our asset management services help reduce the costs and resources devoted to inventory management and reconciliation, and assist in preventing duplicate expenditures on existing technology. To meet security and environmental concerns, our end-of-life services meet the strictest regulations for degaussing, disposing, and disposition of obsolete equipment.

GTSI's Integration Center highlights:
- **24-hours per day operations**
- **Industry and manufacturer certified engineers**
- **Detailed project planning**
- **Phased deployment scheduling and staging**
- **Asset management technology**
- **Advanced quality assurance analyses**
- **Scalable and flexible - up to 2,500 units per day**
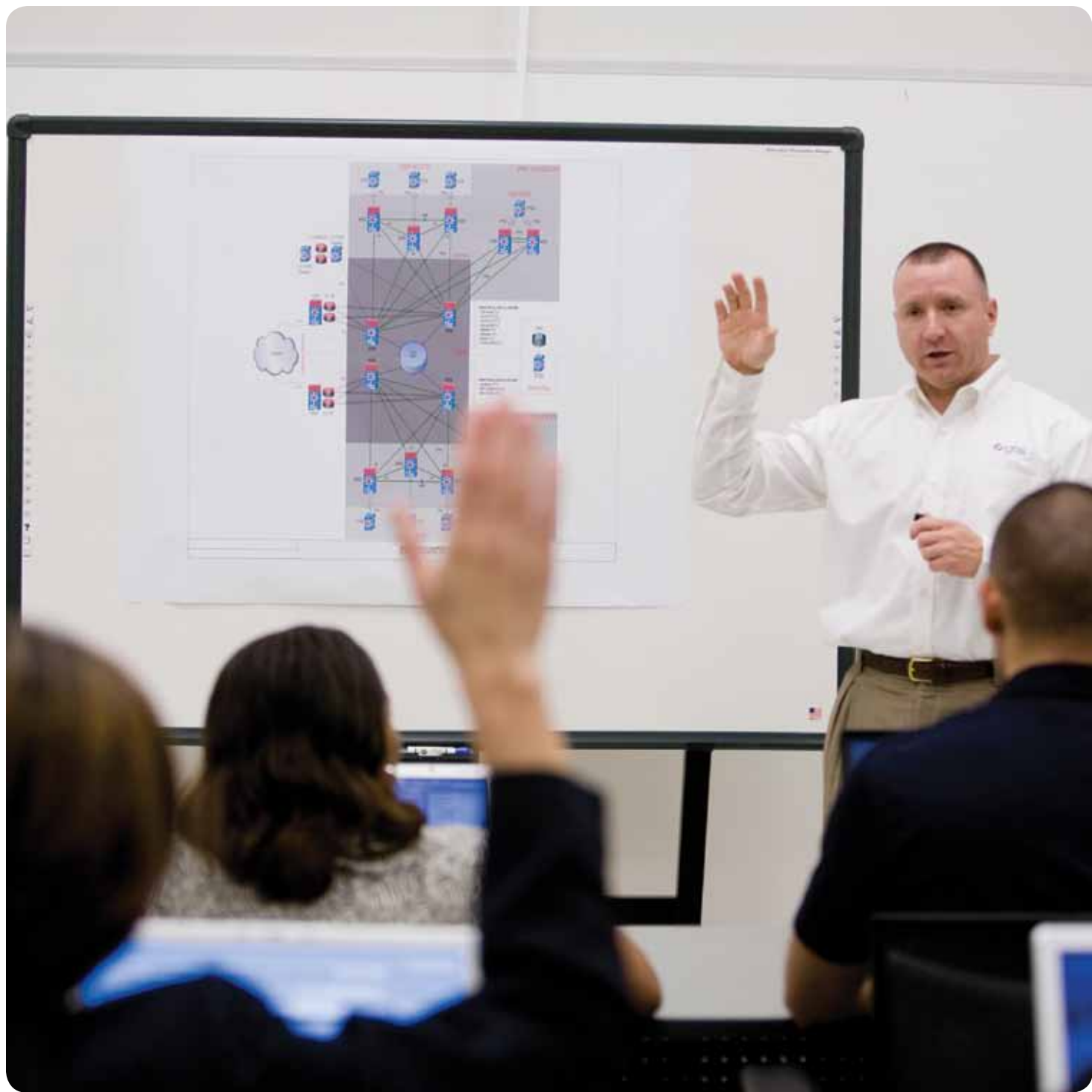
The Assurance of Support Services

GTSI's Support Services provide a complete line of offerings for boosting productivity, improving efficiencies, and extending the life of your technology assets. We bring you a portfolio of renewable post-delivery services that:

- Improve productivity of IT infrastructure
- Ensure rapid problem resolution and replacement of parts
- Reduce total cost of ownership through decreased downtime and proactive support options

Our professionals work closely with industry-leading technology innovators to deliver best-in-class services that improve the reliability and availability of your technology. Plus, we offer standard and custom options that provide a range of extended, uplifted warranty and maintenance services.

Support Service Center

GTSI's Support Service Center offers you First Call Support through a central point of contact for single or multi-vendor environments. Our service desk representatives receive calls, record incidents, and provide direct support or facilitate live transfers to equipment service providers. The Support Service Center enables you to report issues 24 x 7 through a toll-free number or via a self-service web portal that also provides access to monthly and incident management reports.

Our Support Service Center provides flexible, consolidated oversight and cost-efficient solutions. You can choose from levels of support–Bronze, Silver, Gold, or custom packages with options such as:

- Incident Management and Resolution
- Multi-Vendor Contract Management
- Monthly Reporting
- Periodic Proactive Service Reviews
- Dedicated Service Representatives

SupportNet

GTSI's SupportNet is a secure, web-enabled portal that gives you live access to comprehensive warranty and maintenance service information in a single database.

SupportNet enables you to:

- View multi-vendor inventory in a single data management tool
- Proactively manage, aggregate, and co-terminate support contracts
- Receive auto renewal and expiration alerts
- Obtain customized reporting for gap assessments

We tailor our solutions to your needs, technology platforms, and specific environment requirements. We give you the means to increase the adoption speed of new technology, mitigate issues before they occur, and minimize operating expenses. Ultimately, you gain a reliable resource and cost efficient way to manage IT infrastructure support.

The Ease of Enterprise Education Services

Providing your employees with critical business knowledge and keeping them up-to-date on the latest IT advances is the job of GTSI's Enterprise Education Services. Through a wide variety of technology and college-accredited course offerings, you have an effective and affordable means of helping your agency achieve a higher level of understanding about new systems and solutions. As a result, you're better prepared to meet the challenges faced now and in the future.

Classes are conducted by qualified instructors with various clearance levels and certifications. A wide selection of advanced technology courses enables your agency to build expertise in multiple disciplines. Plus, our unique Flex-Ed program allows training credits to be purchased in advance, then applied throughout the year for any combination of courses, from college credit and foreign language instruction to technology certifications, enabling you to develop individualized learning paths that align

with your business objectives and staffing requirements. GTSI's selection of education formats—whether on-site or off-site, real-time interactive or web-based e-learning, self-paced CD-ROM courses or custom-designed instruction—offers convenient ways for your employees to enhance both their technology expertise and career paths.

The Strength of Staff Augmentation

GTSI's Staff Augmentation Services provide you with an expedient and effective means of supplementing your existing workforce with qualified technical consultants and Project Management Professionals. You can easily add or remove employees as business needs change, efficiently meeting changing demands whenever and wherever they occur.

Our Staff Augmentation Services not only provide you with a resource for your needs but allows you access to subject matter experts throughout GTSI that can provide critical insights to your IT team. Whether for short term projects or key positions, you pay for staff only when you need them, thus decreasing your overall recruiting and HR costs – and freeing up permanent resources for other mission-critical tasks.
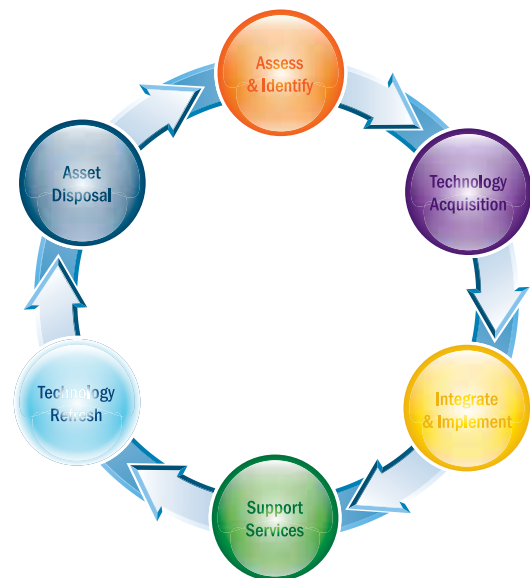
The Power of Technology Lifecycle Management

GTSI provides you with turnkey technology solutions to help you manage your day-to-day business effectively, securely, and efficiently. Our expertise reaches into every aspect of an infra-structure's lifecycle—from inception to engineering excellence and ongoing support—providing the people, process, and technology that bring success.

Through a Technology Lifecycle Management (TLM) strategic methodology, we proactively consider the entire lifecycle of your technology, from initial assessment to acquisition, implementation, refresh, and disposal. TLM not only streamlines the management

of your IT, but allows you to implement solutions of national and local significance rapidly and cost-effectively. As part of our TLM methodology, we include procurement strategies that help you gain quicker access to the technology that meets your needs – providing flexible financing options for the entire lifecycle.

With the convenience, flexibility, and cost-savings of services obtained from a centralized source, you get the best of resources, delivered directly to you, all specifically designed to bring the full benefits of information technology to government.

Visit **GTSI.com/Services** for more information about what GTSI can do for you.

About GTSI

GTSI Corp. is the first information technology solutions provider offering a Technology Lifecycle Management (TLM) approach to IT infrastructure solutions delivered through industry-leading professional and financial services. GTSI employs a proactive, strategic methodology that streamlines technology lifecycle management, from initial assessment to acquisition, implementation, refresh, and disposal. TLM allows government agencies to implement solutions of national and local significance quickly and cost-effectively. GTSI's certified engineers and project managers leverage strategic partnerships with technology innovators. These experts use proven, repeatable processes to design, deploy, manage, and support simple to complex solutions, to meet governments' current and future requirements and business objectives. GTSI is headquartered in Northern Virginia, outside of Washington, D.C.

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