



GTSI Helps Ensure the Safety of Sensitive Data through Unified Communications

A security information center for a civilian health care agency was responsible for protecting all data, including patient medical records, identity information, and benefit details, collected on 70 million individuals and their families.

To ensure the security and integrity of the data, this agency monitored the network for tier II/III threats such as viruses, intrusions, denial of service attacks, and other computer-related incidents. Because data was generated by multiple locations around the country, this civilian agency needed to upgrade its existing security center to ensure that there was a centralized facility from where it could identify and analyze threats and initiate coordinated responses, 24 hours a day, seven days a week.

An RFP was issued to vendors under the PCHS contract for a new security information facility where a small staff of experts could immediately detect, report, and isolate high-level threats without adversely impacting service delivery and operations. Infrastructure vendors responded with design recommendations and proposed levels of effort to meet the outlined requirements. After reviewing all of the proposals to determine the best approach, GTSI was selected as the solutions and services provider.

Threat detection and prevention facilitated through unified communications

Although the facility had nothing but sheet rock on the walls, a stringent

timeline was put in place that required the core network, server, storage, and communications infrastructure; call center; and workstations to be up and running within 60 days. GTSI assembled a team of delivery engineers, conducted an in-depth assessment of the physical location, and designed a detailed project plan around the 60-day timeline.

Recognizing that the security center's effectiveness relied heavily on the ability to collaborate and share information, GTSI engineers developed a solution that had, as one of its key components, unified communications capabilities. This involved creating an IP-based network and consolidated server and storage infrastructure that supported an integrated platform of e-mail, voicemail, VoIP, and Web conferencing applications. In its solution development plan, GTSI took advantage of the fully functioning probes and filtration systems already monitoring the multiple geographically dispersed networks.

GTSI designed and built the new facility that included the data center infrastructure, an IP-based call center where a staff of 5 employees per shift managed inbound security notifications, multimedia conferencing rooms, and a space to accommodate worksta-

tions for 50 plus employees. Ensuring full compliance with the organizational and space requirements dedicated to this project, GTSI engineers installed racks, servers, storage, power, and cooling in the data center along with the 50 workstations, each with a VoIP phone and interactive video conferencing capabilities.

GTSI thoroughly documented every process and procedure employed in the implementation of the unified communications solution. This documentation, along with providing two GTSI engineers to deliver full engineering, training, and operational support for the first year, enabled the facility to run standard operations from the start.

With GTSI's Unified Communications solution and consultative approach, the agency was able to implement all the core operational capabilities within the mandated 60-day timeframe and had full operational capabilities within 180 days. As part of the design and build stage of the project, GTSI worked closely with the agency's staff, modeling best business practices and applying industry-proven policies and procedures. This ensured that the facility could maintain the operational agility necessary for 24/7 network monitoring, reporting, and response. GTSI also

defined what was required to ensure continuity of operations in case of a natural or man-made disaster.

Immediate access to information for fast, coordinated response

By converging voice, data, and security ticket delivery systems onto a centrally managed IP network, GTSI improved network bandwidth and throughput, enabling the security probes to quickly transmit alerts and notifications to the security facility. The solution's integrated platform of VoIP, contact management software, and consolidated e-mail and voicemail systems streamlined the processes that the call center staff use to receive and report threats. Now, when security alerts are received, call center employees analyze the request and dispatch the security ticket to the appropriate staff member, who conducts further analysis of the threat, identifies the source of the intrusion, and isolates the issue. Further, if any of the solution components indicate the presence of a high-level threat or if an incident cannot be quarantined or corrected immediately by the security center, the GTSI solution's collaboration capabilities enable staff to share and analyze data with individuals and locations around the country.

When the staff activates the Web or video conferencing applications, establishing real-time communications with other facilities, they can quickly initiate and centrally manage all activities. And, with key decision makers connected to VoIP hot lines, the coordination of response teams and activation of corrective measures is immediate, keeping damages and delays to a minimum.

The GTSI Unified Communications solution also provides the security center with the ability to track and store data over a period of time so that staff can generate trends and event histograms that are vital to predicting and preventing attacks.

The agency now has a central clearinghouse for all reported incidents, security alerts, and notifications and can coordinate resources and immediately communicate information to all proper officials and staff. In addition, by consolidating both the network and the data center resources to conserve space, power, cooling, cabling, risers, etc, GTSI helped the agency reduce its total cost of ownership.

**For more information contact
GTSI Corp. at
800.999.GTSI,
visit GTSI.com or
email us at PhysicalSecurity@GTSI.com**



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.

©2007 GTSI Corp. All rights reserved. GTSI and GTSI.com are registered trademarks of GTSI Corp. in the United States and other countries. (OCT2007)