



Lifecycle Services



In today's technology environment, accounting for the resources required to maintain and support an IT infrastructure are just as vital as those required to implement it. Planning for the complete lifecycle of an infrastructure may be the most important factor in the success of the overall technology initiative.



Optimizing performance of technology infrastructure after implementation is as important to government agencies as the initial design and deployment. UNICOM Government's lifecycle services provide continuous, proactive support that enables agencies to meet budget and mission goals by optimizing the IT infrastructure, lowering total cost of ownership (TCO), and ensuring the greatest return on investment.

UNICOM Government's suite of lifecycle services are designed to keep an IT infrastructure operating with minimal interruption and at optimum performance as it matures. UNICOM Government works closely with government agencies to proactively plan for the continuing lifecycle by providing:

- Support Services
- Asset Management
- Enterprise Education Services
- Staff Augmentation

UNICOM Government is an experienced, reliable partner who can provide these services and help agencies manage their systems, networks, and applications within a single services management framework promoting high availability and performance throughout the technology's lifecycle.



Ensure Technology Remains Up and Running with Support Services

UNICOM Government offers a complete line of support service offerings that increase productivity, improve efficiencies, and extend the life of technology assets. UNICOM Government's Support Services provides agencies with a portfolio of renewable post-delivery services that:

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

UNICOM Government's Support Services professionals work closely with industry-leading technology innovators to deliver best-in-class services that improve the reliability and availability of technology. UNICOM Government offerings include standard and custom options that provide a range of extended and uplifted warranty and maintenance services.

Support Service Center

UNICOM Government's Support Service Center offers agencies First Call Support through a central point of contact for single or multi-vendor environments. UNICOM Government's Service Desk representatives receive calls, record incidents, and provide direct support or facilitate live transfers to equipment service providers. The Support Service Center enables customers 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.

UNICOM Government's Support Service Center provides flexible, consolidated oversight and cost-efficient solutions. Customers can choose from levels of support—Bronze, Silver, Gold, or custom packages—with options such as:

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

SupportNet

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

UNICOM Government's SupportNet enables customers 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

UNICOM Government provides support solutions tailored to customers' needs, technology platforms, and specific environment requirements. These services increase the adoption speed of new technology, mitigate issues before they occur, and minimize operating expenses to offer agencies a resource and cost efficient way to manage IT infrastructure support.



Protect Property and Control Inventory with Asset Management Services

Asset Tagging and Tracking

As the number of technology assets continue to grow, agencies need an asset management solution to control an expanding inventory. UNICOM Government's asset management services help customers establish a structured system to better manage this inventory and its value.

UNICOM Government can develop an enterprise-wide asset management program that reduces overspending and minimizes compliance risk by integrating asset management tracking and inventory tools.

Employing industry best practices, UNICOM Government can turn raw data into a business information tool that improves operations and provides a single, integrated solution for comprehensive visibility. Technologies, such as radio frequency identification (RFID) and unique identification (UID), coupled with customized inventory analysis software, help proactively and securely manage equipment and plan for technology end of life. UNICOM Government will create a comprehensive strategy to inventory and track assets, increase retention of data and equipment, avoid potential costly litigation, and build efficiencies by:

- Reducing resources necessary to inventory and track assets
- Condensing inventory time from weeks to hours
- Gaining control of asset location, worth, and maintenance records
- Eliminating redundant equipment
- Managing license and maintenance agreements
- Meeting increasing regulatory and compliance demands

A well-planned and maintained asset management strategy reduces capital expenditures and facilitates planning for future investments.

Asset Disposal Services

UNICOM Government provides the services necessary to dispose of IT equipment in an economically and environmentally safe manner, ensuring compliance with federal, state and local guidelines. All sensitive data is removed, logged, and certified, confirming sound disposal and security measures within regulatory compliance are employed, including:

- Secure data scrub and degaussing
- Image reloads and redeployment
- Serial number reporting and audit
- End of life disposition
- Physical destruction of equipment
- Certification of destruction (according to U.S. Department of Defense standards)

As part of an asset management strategy, UNICOM Government's asset disposal methodology proactively addresses this critical stage in the technology lifecycle, important to successfully lowering costs, increasing efficiencies, and securely managing the IT infrastructure.



Build a Knowledgeable Workforce with Enterprise Education Services

UNICOM Government's Enterprise Education Services help government agencies meet human capital initiatives and build a highly knowledgeable workforce. With expertise in a wide range of information technology and business disciplines, certified instructors deliver technology training and college-accredited courses through multiple affordable, convenient learning paths. Additionally, UNICOM Government can customize education programs to meet specific learning requirements.

UNICOM Government is able to conduct skills assessments of an agency's training needs and identify gaps between employees' current skill levels and the proficiency required to meet performance expectations. Along with the development of an IT curriculum that addresses these needs, UNICOM Government provides programs that complement individual employee's career paths.

Pairing UNICOM Government's Enterprise Education Services with the acquisition of hardware and software, comprehensive solutions, or agency-specific configurations accelerates employees' learning curves. This enables employees to confidently implement, operate, and maintain technology, extending the value of IT infrastructure.

Flex-Ed

UNICOM Government's Flexible Education (Flex-Ed) is a method for agencies to purchase training credits, in any combination needed, regardless of manufacturer or type of training. This program grants unlimited flexibility to choose the time, method, and location that best suits department or individual schedules over the course of one year.



Add Professionals When You Need Them with Staff Augmentation Services

UNICOM Government can supplement agencies' staffing needs by providing access to subject matter experts and project managers. UNICOM Government matches the appropriate technology expertise to an agency's specific technical, engineering, and management needs and provides the flexibility to:

- Add or remove staff as needed, in a timely manner
- Pay for resources only when they are required
- Meet changing staffing needs according to skills and geography
- Reduce recruiting and human resources costs

UNICOM Government's Staff Augmentation services ensure that agencies have the knowledge and skills required to manage the ongoing lifecycle of technology. This service closely aligns resources and technology based on the cyclical staffing needs of the agency.

Technology Lifecycle Management Maintain IT Infrastructure Integrity and Performance with UNICOM Government's Technology Lifecycle Services

UNICOM Government's Technology Lifecycle Management approach provides a proactive, strategic plan for preserving integrity and optimizing performance of the IT infrastructure. Certified resources maintain and provide asset management, technical support, training, and on-site staff augmentation required for agencies to receive maximum value from their technology investments. Regularly scheduled health checks and refresh strategies can be built into an overall technology lifecycle management plan helping agencies reach technical, business, performance, and financial requirements.

Leveraging Technology with Professional and Financial Services

Careful planning and project management, along with proven processes enable UNICOM Government to complete agencies' IT projects on time, within scope, and on budget. To enhance their IT infrastructures' performance and realize the full benefit of their technology investments, agencies can access UNICOM Government's comprehensive range of services, which include:

- Management Consulting
- Program Management
- Financial Services
- Project Management
- E-Business
- Support Services
- Integration Services and Asset Management
- Enterprise Education
- Staff Augmentation
- Enterprise Software Licensing and Deployment

UNICOM Government offers comprehensive professional and financial services for turnkey IT infrastructure solutions. UNICOM Government certified engineers and project managers, with over 1,000 certifications, support agencies in these technology areas:

- Networking
- Storage and Servers
- Physical Security
- Cyber Security
- Enterprise Software



One Mission. Yours.

About UNICOM Government

UNICOM Government, formerly 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. UNICOM Government 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. UNICOM Government'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. UNICOM Government is headquartered in Northern Virginia, outside of Washington, D.C.

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