

ENTERPRISE SOLUTIONS



FLEXIBLE, COST EFFECTIVE, AND LOW RISK ENTERPRISE INFORMATION TECHNOLOGY SOLUTIONS

Leonardo DRS uses industry best practices, ITIL and CMMI, to create custom enterprise frameworks capable of supporting next generation capabilities for mission-critical customer requirements. Utilizing best of breed services and solutions through our trusted partner network, Leonardo DRS provides full life-cycle optimization within the enterprise IT environment. Our dedicated program management office and subject matter experts support technology and best value solutions that allow our customers to achieve their missions efficiently and within well-managed enterprise infrastructures. Leonardo DRS produces transformational results, where mission success is measurable, implementation is risk adverse, and solutions reduce customer cost.

Network Operations

- Network Monitoring
- Help Desk Services
- Trouble Ticket System
- Network Design, Build & Maintenance

IT Services

- Operations & Maintenance
- IT Service Management (ITSM)
- Applications & Systems Management
- Software/Hardware Support, Troubleshooting, Repair & Replacement

Cybersecurity

- Security Operations Services
- Governance, Strategy & Compliance
- Training, Education & Awareness

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FLEXIBLE, COST EFFECTIVE, AND LOW RISK

The Leonardo DRS approach includes a flexible total support solution that has the capability, capacity and qualifications to perform all levels of enterprise IT services. Leonardo DRS solutions are supported by an in-place staffing, recruiting, and retention program designed to maintain a fully qualified and experienced workforce. Leonardo DRS provides a foundation for success to each program by planning low risk solutions and by using top-performing cross-program processes.

| CONTRACT VEHICLES |
|---|
| <ul style="list-style-type: none">• GSA Information Technology Multiple Award Schedule (MAS)• Information Technology Enterprise Solutions - 3 Services (ITES-3S)• NASA Solutions for Enterprise-Wide Procurement (SEWP) V• SeaPort NxG |

NETWORK OPERATIONS

Network Monitoring

- 24x7x365
- Comprehensive end-to-end monitoring and control of terrestrial core, teleports, satellite bandwidth, remote VSATs, back-haul, and security
- Daily, weekly, monthly availability/performance reports

Help-Desk Services

- Tier I, II, III capabilities 24x7x365
- Immediate response to alarms and customer calls/emails
- English speaking operators open, track, and report all trouble tickets

Trouble Ticket System

- Administration, tracking and resolution
- Enterprise Tools
- Visible to customer
- Managed by NOC/Help Desk
- Phone/email communication back-up to customer

Network Design, Build & Maintenance

- Network Engineering
- LAN/WAN equipment, cabinet/rack and hardware integration, maintenance, and configuration troubleshooting
- Inside/Outside Plant Network Infrastructure
- On-Site/Remote Operations & Maintenance (O&M)

IT SERVICES

Operations & Maintenance

- Help-Desk
- Data Centers/Cloud
- LAN/WAN
- Network Operations Support
- Security Operations Support

IT Service Management (ITSM)

- Service Catalog
- Service Desk
- Incident Management
- Problem Management
- Change Management
- Project Management
- Asset Management
- Policy and Procedure Management

Applications & Systems Management

- Email, Messaging, Skype
- CMS, Portal, File Share, SharePoint
- CRM/VRM
- Distributed Computing

Software/Hardware Support, Troubleshooting, Repair & Replacement

- Workstations
- Mobile Kits
- Ruggedized & Cyber-hardened Computers
- Software Development

CYBERSECURITY

Security Operations Services

- 24x7x365 computer network defense/security monitoring
- Network analysis and reporting
- User activity analysis and reporting
- Intrusion detection
- Information assurance vulnerability alert (IAVA) scans and reporting
- Vulnerability management
- Risk assessment and analysis
- Patch testing, development and management

Governance, Strategy & Compliance

- Audit and compliance reporting
- SME advisory and support services
- Security Technical Implementation Guide (STIG) management
- Certification & Accreditation (C&A)
- Authority to Operate (ATO) / Authority to Connect (ATC)
- Information Technology Infrastructure Library (ITIL)
- Risk Management Framework (RMF/DIACAP)

Training, Education & Awareness

- Standard Operating Procedure (SOP) best practices

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