

# Federal Government Client

## ***Industry***

Department of Defense (DOD)

## ***Challenge***

NTS successfully answered a DOD agency's Request for Proposal for in October 2004. Because of the critical nature of security within DOD, this agency sought a responsible vendor partner to provide a thorough and comprehensive maintenance program for its mainframes, SUN/Unix equipment, desktops, laptops, printers, and peripherals while maintaining a high level of confidence that security needs were given the highest priority. This combat support agency is primarily responsible for coordinating and fielding net-centric solutions. They provide global solutions for the Nation's troops and their units in the field. The requirements included providing hardware maintenance support to an extremely diverse multi-vendor, multi product environment at Computer Operations Centers spread across 14 states and the District of Columbia. The requirements also included asset management, technical support, fixed-rate hardware maintenance programs, emergency time and material services, relocation services, and standby maintenance services on an around-the-clock basis.

## ***Solution***

NTS formed a strategy that involved direct hires and subcontracting with the incumbent to insure a seamless transition without jeopardizing the Service Level Agreements. NTS' success in the formation of this partnership actually delighted the agency and we were able to commence service a full 30 days in advance of expected service delivery.

NTS strategically placed spare parts and loner units across the 14 states to insure maximum uptime, technician productivity, and service level compliance. NTS works with the agency's representatives to report daily call activity updates. Our staffs of engineers, support, and administrative personnel are available twenty-four hours per day to quickly diagnose and remediate a host of requests across the nation.

NTS implemented contracting policies and procedures to administer, monitor, and accept the daily changes to the equipment base in coordination with our assigned Contracting Officer Representative (COR).

NTS won this contract in October of 2005 and continues to perform today. Additionally, the agency has suggested using the agency as a reference for other Federal opportunities due to the very favorable experience in working with NTS.

## ***Benefits***

Agency and NTS management personnel meet regularly to discuss service trends and concerns, future planning and coordination, incremental business needs, compliance measurements, and overall customer satisfaction. NTS has received high marks for contract compliance, flexibility, culture adjustment, attention to detail and quality of work.

The agency has been able to leverage our vendor authorizations and geographical reach, utilizing NTS to seek out improved repair strategies on their equipment comprised of Dell and other OEM products.

NTS' local decision-making authority, cost effectiveness, flexibility, and technical expertise have allowed the agency to find creative ways of extending equipment life, improving asset allocation, and reducing total cost of ownership.