TECHNOLOGY SERVICES: A LIFECYCLE APPROACH

THE CHALLENGE

Today's federal IT teams face a host of challenges—from limited resources to time constraints, skills gaps, tight budgets and more. How do you focus on supporting and achieving your agency's mission, let alone innovation and strategy, with so many challenges to overcome? You need a partner, one who offers services designed to help you stay focused on your mission and extend your capabilities.

OUR APPROACH

With our forward-thinking, technology lifecycle-oriented approach and our ISO-certified service delivery methodology, Force 3's expert team of engineers focuses on helping you maximize your technology investments and on supporting your mission from start to finish. That's why our service delivery is supported by distinct methodologies and processes designed to ensure the best possible outcomes, including:

Five-Phase Service Delivery Methodology

Our ISO:9001-audited Service Delivery Methodology ensures constant reliability, consistency, best practices and, as a result, the best possible outcomes for every client engagement. This methodology includes five distinct phases, each with a specific deliverable that aligns to your needs:

1. *Project Kickoff*
2. *Requirements Gathering and Planning*
3. *Design*
4. *Implementation*
5. *Project Closeout*

The Force 3 Information Security Framework

Security is integral to everything we do, including our service delivery model. No matter what the project, rest assured that our services are delivered with a constant focus on protecting your data and your mission.

Information Technology Infrastructure Library

Our support delivery methodology incorporates ITIL best practices to ensure a solid framework for incident management and response and to ensure constant alignment between IT and organizational priorities.

Software Management Methodology

Software utilization and its value to your mission continues to grow. Force 3's Software Management Methodology ensures optimal implementation, adoption and results.

www.force3.com

Learn more about **Services at Force 3.**

Call: 800-391-0204 | **Email:** sales@force3.com | **Visit:** www.force3.com/services

FORCE 3 SERVICES

☺ CONSULTING

Get meaningful, expert insight and guidance to address your organization's technology challenges. Identify the right solutions while working with our subject matter experts, all security-cleared U.S. citizens.

Assessment: Identify problems and receive actionable analysis and recommendations for your IT environment, from security to networking to software.

Design: Work with our subject matter experts to develop a detailed design for solutions that address your most challenging technology needs.

Implementation: Our solution delivery team deploys solutions designed around your exact requirements, all while working with your teams to ensure a successful outcome.

Adoption: Help your organization and end users reach the full potential of your tech investments through training, education, utilization and guidance.

☺ SUPPORT

Constant, real-time access to security-cleared subject matter experts who help support your day-to-day challenges, provide routine health checks and optimize your existing solutions, backed by best practices and extensive resources.

SupportPlus: Access to our team of experts, 24 hours a day, 7 days a week, all year long, ensuring you always have the support you need, when you need it.

Optimization: Ensure your mission-critical infrastructure stays up and operational through proactive system analysis and patching, health checks and configuration optimization.

Integration: Determine hardware and software configuration before deployment in our secure, controlled lab environment, saving you downtime and troubleshooting in the field.

♀ RESIDENCY

Daily, onsite support for your ongoing technology needs, from highly skilled, certified, security-cleared technical experts.

Operate and Maintain: Onsite, resident experts act as integrated members of your team, supporting your current IT environment while making recommendations for future needs.

Onsite SME: Expert, onsite guidance and support for your ongoing technology challenges

Force 3 is *the* Network Security Company. Together with our parent company, Sirius Computer Solutions, Inc., we provide federal clients with secure IT solutions and services backed by expert engineers and strategic partnerships. Predominately serving federal agencies, we offer a wealth of resources and expertise, all centered around supporting your mission and promoting the best possible outcomes. Your success is critical—and we don't succeed unless you do.

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