

# VIDERITY

Improve productivity,  
end-user satisfaction and  
agency responsiveness.

Viderity IT Service Desk Services for Federal Government



Government agencies thrive when IT operations align with their overall mission goals. Yet too often, maintenance of complex IT systems, along with overtaxed employees running the environment and providing end-user support, cause agency effectiveness and productivity to suffer.

Viderity IT Service Desk Consulting Services can help. We offer cost-effective solutions to manage day-to-day data center and end-user management tasks so you can focus more on important mission-critical strategic directives. By shifting your IT operation management to us, we can help your agency boost productivity, reduce costs and improve responsiveness to end users.

Drive down costs and improve service delivery with Viderity desktop and end-user management services.

#### Key benefits:

- Accelerate transformation to efficient, cost-effective infrastructures
- Improve service levels
- Boost productivity
- Put best practices into action
- Provide relief to overtaxed workers
- Lower cost of IT operation
- Reduce risk and improve security
- Standardize service delivery and processes
- Improve end-user satisfaction

## Data Center IT Outsourcing Services

### Push your data center resources to new levels of efficiency and cost savings

Government agencies strive to simplify data center management and accommodate growth with flexibility and streamlined administration. Our Data Center IT Outsourcing Services empower your organization to transition into a nimble IT operation by offloading critical applications and data to more efficient and scalable infrastructure architectures. By letting Viderity Services manage your workloads in a Viderity data center, we ensure high availability, system reliability and around-the-clock security, compliance and data protection. Our skilled service professionals use best-practice management tools and operating processes to give you centralized control and automation so you can respond to agency needs rapidly.

<b>Platform management</b>	<p>Flexible server virtualization and platform optimization outsourcing services to reduce IT expenses and improve service levels:</p> <ul style="list-style-type: none"><li>• Mainframe support</li><li>• Utility/cloud computing (virtual server) support</li><li>• iSeries support</li><li>• UNIX/Linux support</li><li>• Intel support</li><li>• AS400 support</li><li>• Windows support</li></ul>
<b>Data storage, protection and management</b>	<p>Sophisticated storage solutions to help you optimize the way data is stored, protected and managed:</p> <ul style="list-style-type: none"><li>• Server disk storage</li><li>• Mainframe disk storage</li><li>• Media services</li><li>• Data backup</li></ul>
<b>Enhanced information security</b>	<p>Around-the-clock, front-line defense against data security breaches, virus outbreaks and malicious or abusive computer use:</p> <ul style="list-style-type: none"><li>• Strategic security consulting</li><li>• Operational security</li><li>• Information assurance</li><li>• Encryption</li><li>• Data protection</li></ul>
<b>Data center management</b>	<p>Scalable data center hosting with 24x7 on-site management and remote monitoring to increase system reliability and availability:</p> <ul style="list-style-type: none"><li>• Data center hosting</li><li>• Operation services</li><li>• Capacity planning services</li></ul>
<b>Disaster recovery and agency continuity</b>	<p>Comprehensive disaster recovery and agency continuity to safeguard against risks, threats and disruptive events:</p> <ul style="list-style-type: none"><li>• Information security consulting</li><li>• Information security operations</li><li>• Disaster recovery and agency continuity</li></ul>

Viderity has  
20+ years of  
experience  
delivering IT  
outsourcing  
services to  
government  
customers.

### Data Center IT Outsourcing

- Saves 250 days of cooling days per year
- Reduces cooling power consumption up to 90 percent
- Reduces staffing hours per week by 15 hours
- Provides 8X application availability

## End User IT Outsourcing Services

### Drive costs down and service levels up

Every agency dreams of having a single point of contact to resolve desktop or IT incident issues with fast response times and quality service standards. Our End User IT Outsourcing Services provide tailor-made service desk and managed desktop solutions to help you lower costs, improve end-user satisfaction and attain superior service levels. In addition, we provide centralized, automated and policy-driven asset management for all agency end-user devices and equipment throughout their lifecycle. To avoid downtime, we also offer on-site professional field services to keep your systems, software and peripherals up and running at all times.

<b>Asset management</b>	Centralized, automated and policy-driven asset management for all of your agency end-user devices throughout their entire lifecycle <ul style="list-style-type: none"> <li>• Asset discovery and configuration</li> <li>• Patch management updates</li> <li>• Anti-virus malware management</li> <li>• Electronic software distribution</li> <li>• Software license management and compliance services</li> </ul>
<b>Simplified end user IT Service Desk</b>	Pre-packaged and ready-to-go desktop management that is structured, standardized and cost-effective — available in advanced and premium tiers with clear-cut service level agreements and deliverables <ul style="list-style-type: none"> <li>• Governance services</li> <li>• Service desk</li> <li>• Onsite services</li> <li>• Asset management services</li> </ul>
<b>Enterprise end user IT Service Desk</b>	Broad set of service desk and desktop management capabilities tailored to your specific agency needs <ul style="list-style-type: none"> <li>• Service desk</li> <li>• Configuration and deployment</li> <li>• Managed mobile services</li> <li>• Asset management</li> <li>• Onsite services</li> </ul>
<b>Simplified service desk</b>	Cost-effective, ready-to-use service desk solutions to improve agency productivity and user experience <ul style="list-style-type: none"> <li>• Basic: Quick, time-to-value, convenient service desk</li> <li>• Advanced: Increased productivity for end users</li> <li>• Premium: Comprehensive solution with VIP levels of services</li> </ul>
<b>Enterprise service desk</b>	Customized service desk to match agency needs: Features incident, problem and change management in one service desk; single point of contact; ITIL best practices and unified, standardized processes.
<b>On-site services</b>	Hands-on field services to support your multi-vendor desktop systems, software and peripherals to keep your systems up and running: Features install, move, add, change; hardware break/fix and on-site support.

Viderity provides centralized, automated and policy-driven asset management for all agency end-user devices and equipment throughout their lifecycle.