



Department of Homeland Security U.S. Coast Guard

U.S. Coast Guard Headquarters Support Command

Size: \$24.3 million

Scope

THE CENTECH GROUP, Inc. (CENTECH) provides 24/7/365 performance-based information technology (IT) help desk and infrastructure support services to the U.S. Coast Guard (USCG) Headquarters (HQ) Support Command (SC). The project requirements include the management of over 75 servers and the operation of a centralized Tier 1, Tier 2 and Tier 3 help desk for over 3,000 users at USCG HQ and 200 additional users at 20 remote locations. Additional support is provided for mobile devices including the loading and maintenance of handheld devices for over 2,500 users.

Technical Requirements

- > Help Desk Tier 1, 2 & 3 & Call Management
- > Desktop Migration Support
- > Server Administration
- > LAN/WAN
- > Voice over Internet Protocol (VoIP)
- > IT Resource Training & Support
- > Video Conferencing/Audio Visual
- > Graphics Support
- > Database & Records Management
- > Inventory Management

Performance Accomplishments

- > Our efficient phase-in plan resulted in the retention of 98% of targeted incumbent staff.
- > Defined, designed, built & implemented ComplaintManager™, which tracks all contract related customer complaints.
- > Developed & implemented Web-based system called IncidentManger™, which documents and tracks overall project performance metrics and customer input, performs contract trend analysis and calculates network availability.



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THE CENTECH GROUP, Inc.

TRUST · QUALITY · SERVICE · VALUE

Since 1988, THE CENTECH GROUP, Inc. (CENTECH) has been a proven, successful provider of systems and solutions for a multitude of federal agencies. Providing IT services and solutions for numerous federal agencies we have achieved a stellar reputation operating under the principles of Trust, Quality, Service and Value.

Certifications and Accreditations

- ISO 9001:2008 & ISO/IEC 20000-1:2005
- CMMI Maturity Level 3
- All Project Managers PMP Certified
- ITIL Certified Professionals
- Secret Cleared Facility
- Highest D&B rating for a company our size

Technical Competencies

- Engineering Services
- Network & Infrastructure Services
- Enterprise Software Applications
- Operations & Maintenance Support Services & Outsourcing
- Logistics Support Services
- Systems Engineering/Technical Assistance
- Advisory & Assistance Services
- Training/Knowledge Transfer Systems & Services

CENTECH Contract Vehicles



DHS-EAGLE



GSA
CNX II



GSA
Alliant (Large)



GSA
IT Schedule 70



GSA
MOBIS



GSA
PES



U.S. Navy SeaPort-e



USAF
CAPS



USAF
NETCENTS

And now... SPAWAR-Atlantic

DISA ENCORE II

DTIC Systems, SNIM

FDA ELMS

Marine CEOss

VA VRM ITSS

Select Project Locations

- Federal Aviation Administration – Oklahoma City, OK
- Ft. Sam Houston DOIM/ITT – Ft. Sam Houston, TX
- Interim Work Information Management System(IWIMS)/ Automated Civil Engineering System (ACES) – Maxwell AFB-Gunter, AL
- National Institute of Standards & Technology (NIST) – Gaithersburg, MD
- U.S. Air Force DoD Medical Evaluation Review Board – Colorado Springs, CO
- U.S. Air Force Software Engineering & Systems Support Services – Colorado Springs, CO
- U.S. Coast Guard Academy – New London, CT
- U.S. Coast Guard Headquarters – Washington, DC
- U.S. Customs & Border Protection – Springfield, VA
- U.S. Navy Network Support Services – Portsmouth Naval Yard, NH

Partial List of Clients

- Department of Homeland Security
 - o Customs & Border Protection
 - o U.S. Coast Guard
- Department of Defense
 - o U.S. Air Force
 - o U.S. Army
 - o U.S. Navy
- Department of Commerce
 - o Census
- Department of State
- Department of Veterans Affairs
- National Institute of Standards and Technology
- Federal Aviation Agency

To find out more about THE CENTECH GROUP, Inc. please visit our website at www.centechgroup.com



ISO 9001:2008 FM 88585
ISO 20000:ITSM 566222



Maturity Level 3