



Department of Defense
U.S. Army Directorate of Information Management
Enterprise Systems Management Program - Ft. Sam Houston
 Size: \$13.5 million FTEs: 31 team members (employees)

Scope

THE CENTECH GROUP, Inc. (CENTECH) provides development and production information technology (IT) support services to the Directorate of Information Management (DOIM), Ft. Sam Houston, TX. CENTECH maintains and operates a 24/7/365 help desk and provides ongoing operations and maintenance support for over 7,000 users. Our help desk team successfully closes over 2300 tickets per month. This contract requires that we perform NIPRNET and SIPRNET operations and maintenance services for our client's users and several significant U.S. Army mission headquarters functions, including U.S. Army North, U.S. Army South, Medical Command, and Information Management Command-West. We are also responsible for managing over 350 servers with multiple hardware and software requirements.

Technical Requirements

- > Systems & Server Administration & Support
- > Database Development & Support
- > Tier 2 & Tier 3 Help Desk Support
- > Software Modernization/New Requirements
- > Information Assurance
- > Network Management
- > NIPRNET & SIPRNET Operations

Performance Accomplishments

- > Our team's efforts while upgrading legacy billing systems identified over \$5 million in IT services that had not been billed and we assisted in recouping over \$3 million from fee-for-service IT customers in one fiscal year.
- > Our team was recognized by the government project manager for their three (3) day, around the clock recovery efforts to minimize customer impact while a power transformer was being replaced by the client.
- > Customer added 11 full-time employees to the CENTECH contract due to our proven ability to analyze IT support needs and successfully complete tasks in the most efficient way possible.
- > Our customer has consistently rated CENTECH's performance as "Excellent" with a 100% satisfaction rating, every month since the project started.



Fernando V. Galaviz
 President & CEO

6402 Arlington Boulevard, 10th Floor
 Falls Church, VA 22042
 Telephone 703.525.4444
 www.centechgroup.com



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