

## SUCCESS STORY

# Changing How a Federal Civilian Agency Acquires IT Services to Save Money and Optimize Services



Simplifying IT

1901group.com

### Background

This federal civilian agency protects the interests of businesses to preserve free competitive enterprise and to maintain and strengthen our nation's economy. Their mission is to help Americans start, build, and grow businesses. Growing new and emerging business is critical to our nation's economic strength and competing in today's global marketplace.

This agency needed to transform the way they acquired IT services to modernize their overall infrastructure to become current with existing technologies and reduce IT operational costs. 1901 Group implemented a managed services approach to deliver modernized solutions that improved reliability and availability of services and minimized costs.

### Challenge

The agency's aging, unstable network and IT infrastructure led them to experience poor performance, unplanned downtime, and security vulnerabilities. Overall customer satisfaction was low, processes were inefficient, and their existing technology was disparate with diminishing capabilities.

To serve its IT needs and modernize their infrastructure, the agency wanted to move away from their traditional IT services contracting model. Traditionally, the government acquired and licensed tools, purchased personnel resources based on labor categories and expensive hourly rates, and evaluated contractor's performance on-time reporting and deliverables.

### Solution

1901 Group leveraged our FedRAMP-authorized managed services to meet the agency's need for modernized infrastructure and their desire to move an IT as a service procurement. Our approach eliminated the need for our customer to incur the cost of all tools, technologies, and skillsets to design, implement, and operate the IT infrastructure. Under this model, we use our FedRAMP-authorized In<sup>3</sup>Sight™ software as a service, IT service management platform to improve service delivery while reducing costs. We migrated core agency functions, such as email and collaboration, to Microsoft O365 cloud-based services,

enabling access to advanced collaboration, productivity tools, and email. We deployed an information security continuous monitoring managed service that automated asset, configuration, and vulnerability management boosting the agency's cross-agency priority goals from **63% to 100%**.

1901 Group implemented innovative monitoring and management solutions using our FedRAMP-authorized In<sup>3</sup>Sight™ to enhance operational efficiencies. With new technologies and improved infrastructure monitoring, 1901 Group pinpointed and resolved many problems before they negatively impacted the agency.

## Results

1901 Group introduced an innovative IT as a service model that transitioned this agency from a reactive IT service management model to one that leveraged IT service management automation that dramatically improved customer satisfaction, infrastructure operations, and cybersecurity, while reducing costs. By leveraging 1901 Group's In3Sight and FedRAMP-authorized managed service, we helped this customer achieve:

- Automated discovery and usage of enterprise licensed software on laptops and desktops, reclaiming unused software licenses that resulted in a savings of 54% or \$808,968 in annual costs
- Increased customer satisfaction through centralized ITSM by 25%, consistently exceeding 90% customer satisfaction SLA
- Migration to cloud-based email and collaboration within four months for 5,800 users with zero downtime



## About 1901 Group

1901 Group, a wholly owned subsidiary of Leidos, is a leading provider of innovative IT services and solutions in the public and private sector market that delivers improved service delivery by leveraging our FedRAMP authorized Enterprise IT Operations Center (EITOC) to provide 24x7 support of end-users, complex IT infrastructure environments, and mission-critical systems.

“ I enjoy working with clients and partners to find solutions that leverage emerging technology that can be applied to improve our customer's mission. 1901 Group is at the forefront of applying cloud and managed services and it's rewarding to solve customer problems with new and innovative solutions. ”

**Paul Wilkinson**

EVP, Corporate Strategy and BD

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