Infrastructure Management & Enterprise Consolidation

Adapting new technology to a changing environment, unifying disparate systems for greater operational efficiency

Federal mandates require that technology infrastructure modernize to better deliver the operational efficiency that your agency depends on daily.

Catapult Technology's Infrastructure Management & Enterprise Consolidation services introduce a better approach to managing and streamlining that infrastructure—from individual desktop applications to the networks they run on—as your agency's environment changes.

**Infrastructure Management:**
Consolidating your agency’s technology infrastructure is a large-scale task with far-reaching ramifications. Catapult manages the transition from today’s unstructured scenario to tomorrow’s streamlined environment, applying proven practices and methodologies and an enterprise management approach.

You don’t need to have a separate service desk or call center for each location. A consolidated hub will provide a single point of management for technology issues, allowing you to be more responsive to security threats and more timely and consistent with software and hardware upgrades.

We provide a comprehensive approach to managing all of the hardware within your agency, installing and maintaining hardware and software spam filtering, and administering user permissions. Security is a big part of desktop management; we ensure that only approved individuals get access to your Virtual Private Network (VPN) through encrypted connections.

Catapult examines the baseline server environment and determines how to support multiple applications from a single platform so that servers use less power and floor space.

We can implement a Network Operations Center (NOC) to monitor the environment, or can restructure an existing NOC to run more efficiently and deliver a consistent bandwidth level for both voice and data.

Multiple server facilities, regardless of their footprint, are cost-prohibitive. Catapult can redesign your server farm to house servers in a single, consolidated location—without interrupting service to end users at any location.

**Infrastructure Management Services:**
- Service Desks and Call Centers
- Desktop Management
- Server Management and Consolidation
- Network Management
- Email/Groupware
- Network Operations Center (NOC)
- Virtual Private Network (VPN) Support
- Telecom/Voice over IP (VOIP)
- Data Center Consolidation and Relocation
- Video Teleconferencing (VTC)/Audio & Video Support
- Asset Management

**Enterprise Consolidation:**
Federal regulations mandating more efficient and profitable information technology operations can be met by consolidating IT resources.

Catapult helps your agency take a business approach to IT operations, moving from an environment distributed by division to a single, large-scale system and helping you to manage IT operations as a true business enterprise.

Our experts start by assembling an Integrated Product Team (IPT) that includes Catapult representatives, agency representatives, contractors, and other stakeholders.
We assess the agency's current situation to get a thorough understanding of constraints, such as security regulations, geographical issues, and budget. Through our assessment, Catapult's subject matter experts will develop a detailed project plan that lays out incremental changes, plots how hardware and software will be consolidated, determines how the technology infrastructure that connects disparate locations together can perform more efficiently, and improves data storage by consolidating data warehouses.

As an example of the part Catapult plays in the infrastructure, we can consolidate your disparate email systems, often with little failover capability, into a single email instance that is built for high availability; establish a single service desk that handles multiple locations; unify the management of servers and remote desktops; and perform many other aspects of the total consolidation effort.

We will design a single enterprise-wide architecture that runs the network backbone while adhering to government-mandated performance guidelines. The changes to the IT infrastructure will avoid interruption of service, therefore remaining transparent to end users.

And because communication throughout the consolidation is essential, we put into effect a plan that keeps all stakeholders apprised of developments: the user community, technical staff, middle management, and the Office of the CIO. We will regularly report on what has been accomplished and what yet needs to be done to fulfill the objectives of the consolidation.

Change is often seen as disruptive. Because a consolidation effort is a global change, we ensure that all stakeholders stay focused on achieving the project’s vision.

**Enterprise Consolidation Services:**
- Design and implementation of enterprise-wide framework
- Change management/communication planning
- Consolidation/standardization of hardware and software
- Implementation of best practices and common methodologies
- Integrated Product Teams (IPT) across contractors

**Benefits of Infrastructure Management & Enterprise Consolidation:**
- Deliver better service and quicker response
- Improve the user experience
- Limit security holes and detect intrusions, respond more nimbly to potential security threats
- Put the right governance in place so you can control budget and cut costs
- Remain compliant with Federal regulations and mandates
- Improve transparency in delivering and reporting on IT services
- Get a better return on investment in IT resources