

# IT INFRASTRUCTURE MANAGEMENT



## SUPPORTING AN AGENCY IN TRANSITION

The Defense Health Agency (DHA) is undergoing a major transition as the agency strives toward a standardized infrastructure to support medical treatment facilities (MTFs) and other lines of business (OLBs). This transition is a monumental effort to unite locations that were once under the direction of the Armed Forces, to a single architected plan under the DHA.

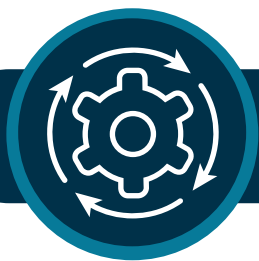
As a trusted partner for over 20 years, IntelliDyne is deeply rooted in supporting the IT Infrastructure of the DHA and continues to provide network, domain, server, and security support, including:

- Local IT workstation, network, group policy and organizational unit support for the Global Service Center (GSC), utilized worldwide for DHA end users
- Critical workstations and network infrastructure for government agency leaders, senior executive service staff, and VIPs
- Deskside, video teleconferencing, vulnerability management, storage management, and more
- Transitions away from legacy domains and toward standardization and consolidation
- Changes to server hosting, such as from on-premises to Cloud, as well as hybrid solutions or movement to (MHS) Application Access Gateway (MAAG) sites
- Hosting for onsite applications and websites for critical services, surpassing over 99.9% uptime while ensuring network security standards

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Managing today's enterprise environment is more complex than ever. Change is constant. It's a high-stakes balancing act of compliance, budget constraints, demand for enhanced capabilities, and the need to meet operational availability requirements. IntelliDyne's clients benefit from our expert ability to guide transformation in their unique environments and affect lasting change.

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## CAPABILITIES

- Infrastructure Consolidation and IT Modernization
- Server and Workstation Virtualization
- Infrastructure as a Service and Shared Services Implementation
- Enterprise Network and System Engineering
- Enterprise Operations and Management
- Robotic Process Automation
- System and Application Integration
- Network, Server, and System Security
- Asset Management
- Video Teleconferencing and Voice-Over-IP
- Service Desk: Tier I, II, III and VIP Support



## IMPACTS

- Process-Driven Predictability
- Streamlined, Efficient Operations Across the Enterprise
- Accelerated, Virtualized Access for Remote Locations
- Lower Overall Risk to Operations
- Increased Business Operations Agility and Maximized Productivity
- Significant Reduction in User Issues
- Client Satisfaction Ratings Above 99%
- Efficient Technology Leading to Lower Cost of Operations
- Enhanced Collaboration
- Increased Security Posture
- Minimized Risk and Data Loss

## PROVEN SUCCESS AT DHA

Since 2001, IntelliDyne has managed the IT Infrastructure for the DHA. Our services have been instrumental in hosting TRICARE.mil, Health.mil, and other critical services, with our infrastructure engineers and analysts consistently achieving client satisfaction ratings over 99% and average system availability of 99.9%. We have been at the forefront of supporting DHA's transition of legacy systems to the Medical Joint Active Directory (mJAD) and Medical Community of Interest (MedCOI). IntelliDyne has consistently passed and ensured DHA Authority To Operate (ATOs), Command Cyber Readiness Inspections (CCRIs), and works hand-in-hand with Naval Information Warfare Center (NIWC) and DHA enterprise security teams to rapidly address zero-day vulnerabilities and information assurance vulnerability alerts (IAVAs).

## ABOUT INTELLIDYNE

IntelliDyne, LLC is a market-leading Government Information Technology firm enabling better mission performance through innovative technology solutions. We manage public sector programs that deliver higher operational efficiency and measurable value to clients. We advise, develop, and execute effective solutions in IT Infrastructure Management, Automation, Analytics, Cybersecurity & Information Assurance, Application Development, and Cloud Computing. **Learn more at [intellidyne-llc.com](https://intellidyne-llc.com).**