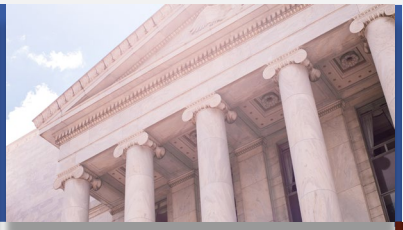
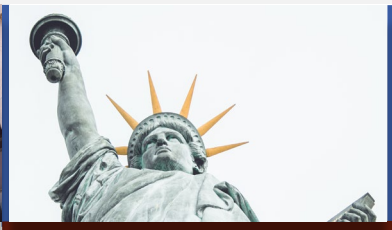
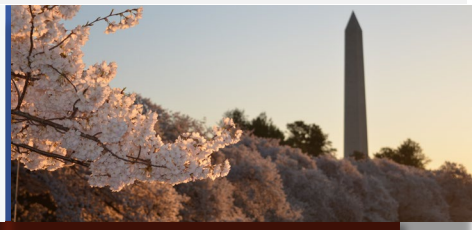
ENHANCED VETERANS SOLUTIONS, INC.

An ITIL-focused Service-Disabled Veteran-Owned Small Business (SDVOSB)

In the Words of Our Clients

- "All deliverables received are timely, accurate, and complete…Quality is exceptional!"
- "EVS is constantly looking into ways to streamline processes and procedures to better service the customer."
- "The main goal of the EVS Team is to make sure customer requirements/issues are satisfied to the fullest extent possible."
- "Government/Contractor lines of communication are always productive and on point."
- "(EVS) streamlined the security patch timeline, slashing the time for CAT 1 delivery from 90 days to less than 21 days."
- "Management is consistently engaged with each of the programs."

All Staff ITIL Certified
ITIL Experts/Managing Professionals

Contact Us

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We develop, operate, and maintain secure and efficient IT solutions that equip our clients with the information needed to meet their goals and objectives.

Core Competencies

- **Infrastructure & Operations Support**
  - System Administration
  - Network Administration
  - Firewall Management & Intrusion Detection
  - Configuration Management
  - Database Administration
  - IT Asset Management
  - Web & Application Administration
- **IT Service Management (ITSM)**
  - Service Desk/User Support
- **Information Assurance/C&A Services**
- **Risk Management Framework Support**
- **Knowledge Management**
- **SharePoint Development**
- **IT & Business Process Engineering & Integration**
- **Continuity of Operations (COOP)**
- **Quality Management & Assurance**
- **DEVOPS**

NAICS Codes

518210	519190
541330	541511
541512	541513
541519	541611
541690	541990
611420	

Contract Vehicles

- GSA MAS/54151S
- DIA SITE III
- CIO-SP3
- OASIS SB
- DLA JETS
- ITES 3S
- Encore III SB

Other Corporate Information

DUNS: 808112051 • CAGE CODE: 4X0V2

Top Secret Facility Clearance

A History of Delivering Information Solutions

with honor, service, and commitment in support of missions that serve our nation and honor our veterans.

US Air Force Air Mobility Command

For the Communications, Operations, and Maintenance Support Functions II (COM-F II) contract, EVS provided System, Network, and Database Administration, ITSM Service Desk, and Asset/ Configuration Management services. These services were provided 24/7/365 for 14 designated mission-critical systems and 1000 servers, in support of more than 40,000 users worldwide. EVS managed and maintained the production infrastructure for all systems on the SIPR and NIPR networks. The production environments and infrastructure were all associated software, hardware, applications, and devices, to include virtual machines and virtual infrastructure. They also included all subsystems, modules, and applications within the systems, and all future system modifications, modernizations and projects. We maintained system configurations to include all software, and software updates, patches, and change requests, reducing the time for critical and/or high priority (CAT 1) patch delivery and remediation from 90 days to less than 21 days. We provided Tier 1 and 2 technical Help Desk support for the supported systems, increasing the volume of tickets closed at Tier 2 from 15% to 35% and reducing the volume of tickets passed to Tier 3 by 50%. All staff were certified for Oracle, Cisco, Linux, and Microsoft operating systems and ITIL, and Service Desk staff by the HDI. EVS' final CPAR evaluation included scores of Excellent for Quality, Schedule, and Management.

US Air Force Air Mobility Command

EVS was awarded the competitive follow-on (COM-F III) to the COM-F II contract and is currently performing essentially the same services as for the prior contract.

Defense Logistics Agency

EVS provides project and technical management services for the DLA Energy Procurement Support Tools (EPST) suite of applications. The EVS project team provides Oracle Database, Web, and Application Administration, Security Technical Implementation Guide (STIG) compliance, and Information Assurance/ Risk Management Framework (RMF) compliance services. Additional services include managing and performing COOP/ Disaster Recovery testing.

Dept. of Justice Civil Division

EVS provided configuration management and process improvement services in support of the enterprise help desk. This support included a complete restructure of their ITSM system's configuration management database (CMDB) and a full audit of their trackable IT configuration items, including all hardware, networking equipment, cloud services, workstations/zero clients, and mobile devices. We developed and documented new configuration and asset management processes and procedures and developed a new CMDB. We conducted a physical audit of over 10,800 individual assets and nearly 130,000 points of data for the 2,000 users.

US Veterans Administration

EVS supported and maintained multiple assigned applications. We supported Enterprise Operations, and Regional and Site administrators to identify and resolve server issues and to schedule deployments and server patching. We provided virtual server support to Region 5 to patch Windows based servers, desktops, laptops and to install additional software as needed. We tested and deployed standard server, desktop and laptop security updates and resolved Help Desk tickets from the Region 5 ticketing system. Additionally, we supported the VA Acquisition Academy Program Management School, developing instructor-led, virtual, and blended learning solutions while following the ADDIE model to analyze and develop all course material.

Federal Aviation Administration

EVS provided SharePoint development services including process automation, data management and asset tracking.