

PARADIGM SOLUTIONS

FACILITY MANAGEMENT AND OPERATIONS

CASE STUDY



Client: DHS

Requirement

Paradigm is charged with management and operation of two DHS data centers. Specific areas of support encompass four general areas: Operations, Software Support, Hardware Support, and Infrastructure Planning and Support. Together these four general areas comprise full Facilities Management Services.

Approach

ure that the facility is maintained as a functional hot site in the event that primary operations are transferred. The primary facility remotely operates the backup facility and is capable of monitoring the environmental systems. The current environment is IBM OS/390 running Oracle for MVS. This is a full 24X7 facility management contract that includes computer room environmental responsibilities, all hardware and software asset and licensing administration, system programming, telecommunications support, data center operations, and help desk services. The criticality of the services provided and the data processed requires the staff to hold secret or top secret clearances.

Result

The criticality of the data center support requires no unscheduled downtime. Paradigm has maintained 100% availability over the 6 years of this contract. Paradigm has been awarded an additional contract to relocate the backup facility.

About Paradigm Solutions

Today's technological environment contains products covering an infinite spectrum of functions, size, features, and price. There is a compelling need to bring together products and services to provide a comprehensive solution so that Federal IT organizations can achieve productivity improvements, cost efficiencies, and user satisfaction.

Paradigm Solutions provides specialized support and solutions that offer integration and professional services for collaboration management, imaging, workflow, document management, and data management technology to information systems architectures.

We offer utility and productivity gains while protecting investments in existing technology and user productivity, and we focus on studying and responding to user needs.

Our solution engineers analyze, design, and implement strategies to meet client requirements, perfecting the capabilities of a wide range of technologies and components, and identifying the important benefits and cost savings that can be realized by immediately implementing our technology.

Call us toll free at 1-888-237-1932 to receive additional case studies.