

Solution Story:

U. S. Army CONUS Support Services

Another quality project by The iSoft Team

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The iSoft Team has a strong history of providing Audio Visual (AV) and Video Teleconferencing (VTC) maintenance support services for a variety of prominent U.S. Army Commands and organizations throughout CONUS, with a particular focus in the Mid-Atlantic region.



iSoft currently maintains a CONUS wide U.S. Army Enterprise Maintenance Support contract with the **93rd Signal Brigade** at Fort Eustis, VA. This contract valued at \$4 million has enabled iSoft to support a wide variety of organizations with on-site AV / VTC equipment maintenance services that currently includes **approximately 40 site locations and hundreds of systems.**

Maintenance services are comprehensive and generally include on-site technician support to address equipment troubleshooting, repairs and replacements as necessary for all AV / VTC devices and infrastructure. Services include all labor and parts to execute maintenance support. Approved system upgrades, expansions and relocations are also executed as necessary. iSoft procures and holds key manufacturer support contracts as applicable to maintain necessary remote manufacturer support and enable firmware / software updates and patches.

iSoft takes advantage of it's breadth of technical staff and engineering resources in order provide an exceptional level of support to our customers. A logistics coordinator utilizes the iSoft facility's Network Operations Center (NOC) to manage a ticketing system for reported issues and dispatch technicians in a timely manner. Other back-end support resources consist of in-house comparable AV / VTC devices including Cisco and Polycom VTC bridging infrastructure, as well as labs to conduct internal testing, troubleshooting and mock system set ups as needed prior to addressing on-site.



In addition to the 93rd's enterprise maintenance contract, iSoft currently holds several similar comprehensive AV / VTC maintenance contracts directly with Army and Air Force customers. A sampling of these customers include:

Asymmetric Warfare Group (AWG) (Fort Meade) consisting of approximately 20 VTC systems and a Cisco VTC bridge; **Training Brain Operations Center (TBOC)** (Newport News, VA) consisting of approximately 15 VTC systems, a video wall and a Cisco VTC bridge; **Joint Task**

Civil Support (JTFCS) (Fort Eustis) consisting of six VTC systems and larger rear projection wall screens; **CASCOM LESD** (Fort Lee) consisting of approximately 18 VTC systems and a Polycom VTC bridge; **Software Engineering Center-Lee (SEC Lee)** (Fort Lee) consisting of approximately five VTC systems.

