

Enterprise Service Agreement Streamlines IT Support for VA

Red River recently completed a five-year Enterprise Service Agreement (ESA) in support of the US Department of Veterans Affairs. This ESA was a programmatic evolution for the VA and helped to improve the process of acquiring IT solutions along with the necessary maintenance and support.



CHALLENGE

Previously, the VA managed multiple enterprise level contracts for different segments of their IT infrastructure. With around 120,000 IT assets, the management of these contracts had become an unending challenge for the VA. In addition, the VA had a wide variety of networking, unified communications and data center assets that made up its IT infrastructure. These devices and applications required ongoing maintenance and support. Unfortunately, this support often varied for each individual contract.



SOLUTION

The VA needed a way to reduce its number of contracts while still getting proactive IT support. In 2015, the VA established an ESA with Red River to simplify the management of these contracts and services. The ESA was designed as a single solution to encompass the entire agency with premium service level support and customizable offerings. This new vehicle revolutionized the way enterprise support could be delivered to the VA.

As the prime contractor, Red River delivered Cisco SMARTnet maintenance with tactical, strategic and legacy Advanced Services support for all Cisco assets. This service agreement covered critical VA locations such as:

- Office of Information and Technology's (OI&T) SDE
- National Cemetery Administration (NCA)
- Network Security Operations Center (NSOC)
- Corporate Datacenter Operations
- VA Central Office (VACO)
- OI&T Field Program Offices

The end goal was to simplify the VA's administrative burdens. Our program management team worked daily with VA and Cisco to ensure the timely transfer of 148 annual deliverables while making sure they met VA specifications. Red River also managed the delivery of in-depth reporting on current and future technologies, threats and security updates. We also provided the VA with additional Cisco Knowledge Transfer sessions.



RESULTS

Unlike traditional serialized contracts, the ESA was considered a sweeps contract. This meant that any eligible VA owned asset would be automatically added to the contract, unless it was already associated with a support contract. This classification allowed the VA to consolidate many of its IT devices within the ESA. In addition, Red River created a new install base report format that has been highly praised within the VA. This report format was quickly adopted as the benchmark of the VA's inventory.

The supported VA infrastructure install base amount grew 68% during this ESA (from \$555M to \$931M) while the asset count increased by 181% (from 120K parent assets to 337K). Red River captured every eligible asset for support and maintained the VA's mission critical inventory. Our team was able to provide even greater support for their inventory by upgrading its service level from an 8x5xNBD model to the 24x7x4 level. To ensure that the VA was taking advantage of every support opportunity, the Red River team manually inspected each line of the contract.

This ESA helped to both modernize and simplify IT support within the VA. Because the service agreement was so successful, the Red River team was awarded the Cisco Business Critical Enterprise Services Agreement in 2019 with the VA. This next iteration is larger in scope and a more complex offering, and will provide an even greater level of IT service and support to the VA.



ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing 25 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

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