Maximizing IT Infrastructure Productivity for the Centers for Disease Control (CDC) Information Management Services (CIMS)

Sustaining Highly Productive Users
Our service desk professionals maintain user productivity by anticipating user needs, providing timely and accurate information, and providing responsive service while consistently meeting and exceeding Service Level Agreements.

Operating Available and Reliable Data Centers
Our integrated data center solution automates monitoring and workflows, improves systems availability and reliability, consolidates and virtualizes equipment, reduces power consumption, and ensures DR/COOP readiness resulting in improved productivity and decreased costs.

Delivering End-to-End Security
Our security approach ensures compliance and provides a cohesive security management plan for proactively reducing risks, verifying security controls, and delivering performance-based feedback to management.

Increasing Mobile Worker Efficiency
Our integrated model makes mobile workers productive by delivering performance-based account management, secure connectivity, effective collaboration, and efficient remote desktop and device support.

Maintaining High Performance Networks
Our network engineers establish metrics, forecast capacity, proactively monitor equipment, automate workflows, tune and optimize devices, perform preventive maintenance, and deliver real-time reports resulting in full situational awareness and higher network performance and availability.

Enhancing Collaboration and Communications
We provide a stable infrastructure for promoting effective collaboration and communication using web portals, SharePoint systems, web/video-conferencing, and telemedicine systems to eliminate communication silos.

“You guys are at our front lines and orchestrating the resolution of problems and outages. We rely on your support and attention to maintaining the availability of all CBP systems. We know that we can call day and night and we have someone there to lead us through problems and provide status. Keep up the great work.”

Director, Enterprise Data Center Operations, DHS
About AMDEX
AMDEX Corporation (AMDEX) is an award-winning Small, Woman-Owned, Minority and Disadvantaged Business providing service delivery excellence to Federal Government customers for over 23 years. Founded in Maryland in 1987, AMDEX has established a reputation in the Federal Government arena as Health, Security & Technology experts by adhering to our motto: Achieving More by Delivering EXcellence. Our organization continues to build on our reputation for servicing each client with exceptional capabilities and professional talent. We believe that the success and satisfaction of our customers is the foundation of our future. It is through this dedication and focus that AMDEX has thrived in this competitive environment.

As a Capability Maturity Model (CMMI) Level 3 Rated organization by Carnegie Mellon’s Software Engineering Institute, we take pride in our ability to transform everyday processes to deliver them faster, better, and at best value. AMDEX’s CMMI Level 3 Rating demonstrates our proven ability to successfully manage development, operations, and maintenance of products and services. As a result of the rigor and discipline we apply across our organization that translates into the effective management of our projects, AMDEX has received numerous commendations, performance awards, and recognition for service delivery excellence across the Federal government including the DHS Small Business Achievement Award, Top 100 DHS Contractor, Government Technology Leadership Award, National Partnership for Reinventing Government, and the FAA Good Friend Award among others.

CASE STUDIES
AMDEX is making a difference throughout the Federal government applying CMMI Level 3 best practices, process improvements, and technology solutions to support government initiatives. We have built, supported and maintained systems and processes to connect Government to the information they need—on time, on schedule, and within budget. AMDEX has successfully secured our nation’s assets by advancing technology to support mission-critical initiatives.

For more than 17 years, AMDEX has made significant technological advances in export technologies through the system design, development, operation and maintenance of the Automated Export System, which is one of DHS’ largest and most complex databases handling 86,400 transactions daily. AMDEX led this project in receiving its CMMI Level 2 rating and received the US Customs Commissioner’s Unit Citation award “in recognition of your dedication and technical competence in the development and implementation of the Automated Export System.” Government and industry have recognized AES with a Hammer Award, Government Technology Leadership Award, and Smithsonian Award.

AMDEX provides 24/7 mission-critical support for the DHS’s largest National Data Center at Customs and Border Protection (CBP). We provide the full life cycle of information management services including systems design, development, testing, operations and maintenance, IT security, computer operations, and disaster recovery operations center support. AMDEX ensures 99.99% computer systems availability for this large, complex project supporting stakeholders nationwide. AMDEX was selected by DHS to receive the DHS Small Business Achievement Award in recognition of our contributions in supporting DHS CBP in meeting its critical mission to protect our borders.

AMDEX provided IT security expertise to the Department of Health and Human Services (HHS) Office of the Secretary (OS) Program Support Center (PSC) in support of the IT security program. We performed penetration testing, vulnerability scanning, testing, and security test and evaluation (ST&E) tests which included reviewing existing current IT security procedures and Certification and Accreditation (C&A) documentation. AMDEX provided recommendations for changes to IT security posture, policies, procedures and practices.

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