



Enterprise Management

Overview

URS Corporation is a fully integrated engineering, construction and technical services organization with the capabilities to support every stage of the project life cycle—from inception through start-up and operation to decommissioning and closure. We offer program management; planning, design and engineering; systems engineering and technical assistance; construction and construction management; operations and maintenance; and decommissioning and closure services.

Combining forces with URS, Apptis now offers an expanded range of services. With deep experience in federal government driving the latest innovative technology advancements such as Cloud Computing, URS-Apptis is a fully integrated engineering and technical services organization delivering IT and communication services to federal agencies and all branches of the military.

Core Capabilities

- Secure Cloud Computing
- Integrated Cyber Solutions
- Software Engineering
- Systems Engineering
- Enterprise Management
- Network Engineering
- Program Management

Our certified and accomplished professionals deliver information technology and infrastructure results.

Your agency is critically dependent upon information technology and services to achieve its mission.

URS-Apptis delivers the right people, processes, and tools to standardize and improve your information technology to deliver ISO/IEC 20000 IT Service Management effectively and efficiently.

Our Enterprise Management services span the full information technology life cycle. Our team can support the development of a turnkey system to provision and manage your information technology using a customizable framework of best practices. We also bring specialized services and expertise for the inception, design, implementation, virtualization, operation, and continual improvement of your assets and resources.

URS-Apptis works successfully with customers across the federal government to optimize investments and implement information technology services standards.

- Consolidated 18 help desks for the Environmental Protection Agency into a managed call center, saving over \$17.7 million and exceeding Gartner Service Level Agreement (SLA) targets.
- Managing the Federal Deposit Insurance Corporation's call center call volume increase from 10,000 to 30,000 per month during the 2008 banking crisis.
- Designing and implementing Department of Defense's Health Affairs Service Oriented Architecture Enterprise Messaging Service and Single Sign On for uniformity and increased efficiencies in information asset authorization and access.

URS-Apptis Enterprise Management services are grouped into six core bundles:

- On-site Service Desk
- Off-site Service Desk
- Help Desk
- Call Center
- Contact Center Services
- Configuration Management Data Base

For each bundle, URS-Apptis delivers the full service process—Program Management and Service Delivery, Relationship, Resolution, Control, and Release—to include the elements of Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

Enterprise Management Capabilities & Certifications

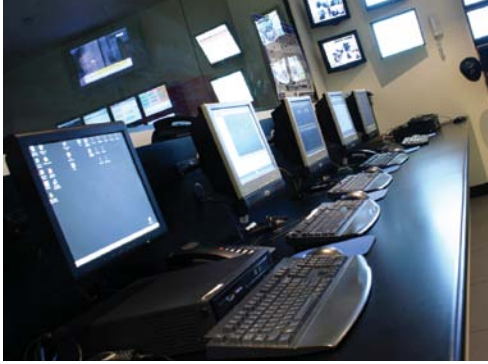
- Availability Management
- Capacity Management
- Change Management
- Configuration Management
- Continuity Management
- Financial Information Technology Management
- Incident Management
- Problem Management
- Release Management
- Service Level Management
- Security Management Certifications
- Accredited ITIL Foundation, Practitioner, & Service Manager
- Enterprise Architect
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified Systems Administrator (MCSA)
- Project Management Professional (PMP)

Representative Clients

- Air Force
- Environmental Protection Agency
- Federal Aviation Administration
- Federal Deposit Insurance Corporation
- Military Health Systems
- Securities & Exchange Commission
- Social Security Administration

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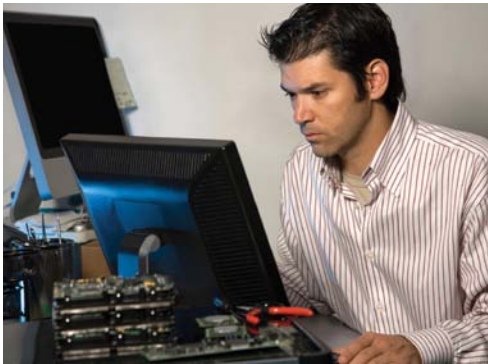
Call Center



New York Stock Exchange



Help Desk



IT Support

Proof of Performance

Environmental Protection Agency (EPA)

The EPA Call Center provides Single-Point-of-Contact (SPOC) for anything EPA related – from fielding citizen calls about pollution in neighborhoods to vehicle emissions, or if any one of the EPA's 18,000 employees has questions about administrative or IT issues within the Agency. The team's work of consolidating 18 IT help desks into one has resulted in significant cost savings for the EPA that could be reallocated to mission-essential initiatives. The EPA Call Center team was nominated in 2007, 2008, and 2009 by the customer for teamwork, technical, and overall excellence. The EPA Call Center was the recipient of the 2008 Government Customer Support Overall Excellence Award.

Securities and Exchange Commission (SEC)

Manage a refresh at the SEC Office of Information Technology (OIT) Information Technology Infrastructure Support Services, virtualizing 80% of the server infrastructure to provide a stable, flexible technical architecture enhancing the ability of the SEC to focus on its mission to oversee and regulate U.S. securities markets for continued growth in the nation's economy.

Federal Deposit Insurance Corporation (FDIC)

URS-Aptis began managing the public-facing Call Center for the FDIC to interact with the banking public in July 2008, just several days before the first major bank collapse – the 3rd largest in history. In March 2009, the FDIC Call Center was featured in a CNN news article for their extraordinary work in customer satisfaction.

Federal Trade Commission (FTC)

The FTC Enterprise Service Desk (ESD) supports desktop applications, account management, LAN/WAN, telecommunications, audio/video, wireless, hardware, asset inventory, and security incident reporting for more than 1,400 FTC customers agency-wide. The team received the FTC Information Technology Management Customer Service Award in April 2009 for their outstanding daily support, and for work on several major agency-wide IT migrations, including a migration to Windows XP.

Social Security Administration (SSA)

This Center is a unique walk-in facility located at SSA Headquarters. The Information Center (IC) team is tasked with providing PC and laptop technical support to all 65,000 SSA employees. As part of the walk-in service, the IC provides wheelchair accessible workstations, large screen monitors for the visually impaired, as well as a copier with assistive technology. Their dedication to the service of the SSA resulted in several internal Associate Commissioners Citations and a nomination for the 2009 Government Customer Support Customer Focus Excellence Award.