



# MANAGED SERVICES

*Serving Mission Goals*

## Accelerating IT.

Creating an exceptional level of service requires balancing support capabilities, accessibility, security, and cost constraints all while driving innovation. Many IT companies within the federal market look the same, but only a few are truly equipped with the knowledge, understanding, and track record to provide your agency with exceptional service.

InquisIT is one of few companies in the federal sector with roots in the commercial space while also bringing over 30 years of experience in Federal IT Contracting. We understand the needs of your users, your agency, and the direction that IT support is heading. As a result, we are driving custom Managed Services into the Federal IT sector.

# INQUISIT MANAGED SERVICES:

## WHAT ARE MANAGED SERVICES?

Managed Services are outsourcing of responsibilities around maintaining, operating, and improving your infrastructure. It provides the opportunity for industry Managed Services Providers (MSPs) like InquisIT to share portions of resources while defining clear service levels for your agency. Not all agencies are the same, therefore, we work with our federal customers to create a completely custom solution allowing them to allocate resources to maximize focus on their mission and data, and establish clear SLAs for IT support. For expanded projects, security testing, enterprise architecture, and other customer needs we also offer hourly labor support.

## AGENCY NEEDS

The federal IT landscape is always changing, and today is no exception. In addition to new technologies, cyber threats, user expectations, and a need to focus on data, the work environment has wholly evolved. Agencies are more motivated now than ever to implement robust telework solutions, assure users have all technology assets needed, and drive costs down through consolidations, real estate, and scale.

## PRICING

Understanding all agencies have differences in their operations tempo, technology infrastructure, and general needs, InquisIT provides base ranges for pricing. We create a complete proposal and service level agreement for support.

### ■ End-User Support (\$60 - \$200 / User / Month)

- Remote Support / Troubleshooting
- Mobile Device Management
- User Provisioning & Offboarding
- IT Service Desk / Call Center
- ITIL 4 Incident & Problem Management
- OEM Coordination, Licensing & Asset Management
- Peripherals / MFDs / Printer & Copier Support
- On-Site Support & "White Glove" Services
- VIP Support

### ■ Server Infrastructure (\$100 - \$400 / System / Month)

- System Administration
- Cloud Infrastructure
- SAN / NAS Infrastructure
- Virtualization & VDI
- Hardware / Software Deployment (Servers, Storage, Software)
- OS Image Build & Maintenance
- Backup, Disaster Recovery & COOP
- Patching & Configuration Management
- Windows / Linux / Unix Support
- Database Management
- Identity, Credential & Access Management
- AD / Group Policy Management

### ■ Networking (\$75 - \$200 / Node / Month)

- Routing & Switching
- Firewall Management
- VPN/Remote Access
- Wireless Networking
- Software-Defined Networking
- LAN/WAN Administration
- VOIP/Telecom Support
- IPSec Tunnel Management
- Network Access Control / 802.1X

Through Discovery we will learn about your agency's user population, projects, challenges, service level agreements, and future-state needs and mission goals in order to provide the right set of both off-site and on-site services. A full commercial price-list for hourly rates are available for areas such as engineering and project-based work outside of the managed services subscription.

**SCHEDULE A CONSULTATION TODAY**

**INFRASTRUCTURE  
SECURITY**



**CHANGE  
MANAGEMENT**



**BACKUP &  
RECOVERY**



**SERVICE  
DESK**



**SERVER &  
STORAGE**



## CONTRACTS

**IT Schedule 70**

GS-35F-0447T

**Navy SeaPort-NxG**

N00178 9-D-7842

**CAGE:** 32QE3

**DUNS:** 168549199

InquisIT, LLC.

4301 N. Fairfax Drive

Suite 315

Arlington VA 22203

[www.inquisitllc.com](http://www.inquisitllc.com)

[info@inquisitllc.com](mailto:info@inquisitllc.com)

703-738-4447