

## Service Management Capabilities



### ABOUT INTEGRAL

- Offices in Rockville, MD; Edgewood, MD; and Charlottesville, VA
- Woman-Owned Business
- CMMI-DEV/3 and CMMI-SVC/3 appraised
- ISO 9001, ISO 20000, and ISO 27001 certified
- Top Secret Facility Clearance
- DUNS Top Performance Rating
- CIOReview Top 20 Most Promising Government IT Providers
- Minority Enterprise Council's CEO Award
- Ivanti, CA Technologies and BMC Solutions Partner for Enterprise Service Management
- Microsoft Certified Partner
- DCAA-approved accounting system

### OUR MISSION

To establish long-term strategic partnerships that solve mission-critical problems using innovative technology and proven methodologies to deliver the highest-quality solutions at the best value, exceeding client expectations

### OUR CORE CAPABILITIES

Our highly qualified personnel use their technological expertise and Integral's open systems standards, proven methodologies, and project management discipline to build and implement a wide range of solutions for our clients. Applying our core capabilities in enterprise service management, multimodal biometrics, open-source intelligence, cybersecurity, and mission support services, we put our passion for mission success to work for our clients every day.

“Exceeding  
Expectations...”

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### ENTERPRISE IT MANAGEMENT

- Enterprise IT service management—service desk, service catalog, configuration management database, and asset management solutions
- Design and development of web-based enterprise applications using service-oriented architecture
- Server virtualization and cloud computing migration

### MULTIMODAL BIOMETRICS

- Policies, standards, and training development for biometric-enabled intelligence (BEI), forensic-enabled intelligence (FEI), and I2
- I2 solutions implementation using multimodal biometrics (facial, fingerprint, iris, and heartbeat)
- BEI, all-source intelligence, and counterintelligence analysis
- Development support for biometric-enabled watchlist (BEWL) and cyber intelligence measures

### OPEN-SOURCE INTELLIGENCE (OSINT)

- OSINT laboratory and Center of Excellence providing training, intelligence analysis, and comprehensive data analytics
- Leveraging of social media sources and large data volumes for all-source I2 and targeting

### CYBERSECURITY

- Security operations center management
- Computer security incident analysis and response
- Vulnerability analysis and intrusion detection
- Network traffic security monitoring and IT infrastructure protection
- Pattern and trend analysis
- Information assurance and certification and accreditation assistance

### MISSION SUPPORT SERVICES

- Acquisition and financial management
- Program management
- Business operations support
- Weapons of mass destruction treaty compliance
- Physical security services

## ENTERPRISE IT MANAGEMENT – IT SERVICE MANAGEMENT

### Core Areas of Service Management Expertise:

- Expertise in Enterprise Service Management, Architecting, Implementing, Configuring, Integrating, Upgrading and Managing complex solutions and custom integrations
- Key Alliances with Ivanti (Expert Solutions Provider), CA (Preferred Solutions Partner), BMC (Consulting and Education Services Partner), and Bomgar (Technology Partner)
- Certified consultants in Ivanti, CA, BMC, ServiceNow and technologies with ITIL v3 certification. Secret Cleared resources.
- 150+ customers across technologies

### Value Proposition:

- Cross-technology expertise to aid in migrations and integration between IT Service Management solutions
- Resources dedicated to handling CA's Global Delivery custom-built packages and integrations
- Experienced in full end-to-end support to our customers from Pre-Sales to Post-Sales Support
- Committed to delivering unique and innovative solutions to our customers, exceeding their expectations

### Joint Initiatives:

- Developed integration between Bomgar and CA Service Management
- Developed CA Service Desk Health self-monitoring solution that captures and monitors key service desk processes and allows for a series of actions based on a set of defined processes.

## INTEGRAL ESM PRACTICE – OFFERINGS

### Consulting Services:

- Solution Architecture and Design
- Gap Analysis and Solution Health review
- Process Consulting

### Implementation Services:

- Out-of-the-Box and Custom Implementations
- Migrations from Multi-Vendor tools
- Integrations with third-party solutions
- Solution Upgrade and Review
- ITIL Process Implementation

### Maintenance & Support Services:

- Long-term Administration and Maintenance Support
- Patch Review and Implementation
- Issue Identification, Root-Cause Analysis, and Resolution.

### Training:

- Certified Education Services Provider – BMC Footprints
- Tailored End-User, Analyst, and Administrative Training Development and Delivery
- Knowledge Transfer based on as-built solutions



## SUPPORTED TECHNOLOGIES

### Ivanti

- Ivanti Service Manager platform
- Ivanti Endpoint Management

### CA Service Management

- CA Service Desk Manager
- CA Service Catalog
- CA Process Automation
- CA IT Asset Manager
- CA IT Client Management
- CA Patch Management
- CA Software Asset Manager

### CA Service Assurance

- CA eHealth
- CA Spectrum

### BMC Service Management

- BMC Footprints Service Core
- BMC Client Management
- BMC Remedy
- BMC Atrium CMDB

### ServiceNow - Modules

- Service Management
- Asset and Configuration Management
- ESS Portal,
- Service Catalog,
- Release Management
- Automation Workflows
- Reporting and Dashboards
- Discovery
- Human Resources
- Service Watch
- Service Mapping
- Finance
- Project/Portfolio Management



“ EXCEEDING EXPECTATIONS...”

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