

Application Hosting Services

Ensuring that user applications are ready from the start and receive on-going support during operations.

Cloud and Hosting

Cyber Security

Solution Engineering for New and Legacy Systems

HHS Mission

Provide equitable treatment for beneficiaries nationwide and enable the collection of national health and other data.

Website: www.hhs.gov

What We Did

- ▶ *Operations and maintenance*
- ▶ *IT consolidation services*
- ▶ *Cloud hosting solutions*
- ▶ *Health IT solutions*
- ▶ *Cyber Security*

Background

The Department of Health and Human Services (HHS) is the United States government's principal agency for protecting the health of all Americans and providing essential human services. The HHS works closely with state and local governments, and many HHS-funded services are provided at the local level by state or county agencies.

Challenge

HHS IT provides support to approximately **65,000 customers** (employees and contractor support staff). HHS sought innovative solutions to host and manage the business applications. Some of the HHS' objectives were:

▶ Improved Performance

High performance through improvements that minimize downtime, server lag and latency, connectivity issues, and network outages

▶ Customer Satisfaction

Continuous improvement and innovation to improve customer satisfaction, reduce cost and increase operational maturity

▶ Adaptability and Reliability During Emergencies

Flexibility, adaptability and responsiveness to changing HHS needs, emerging security threats and reliability during emergencies

▶ Cost Reduction

Achieving low cost and low risk through centralization of physical server requirements through virtualization

Salient CRGT has a strong history of delivering hosting solutions to federal customers, including FISMA High-rated managed services.

Our Cloud and Hosting

As the government accelerates towards cloud adoption, Salient CRGT has focused on crafting innovative solutions and partnering with best of breed cloud service providers and proven software vendors to ensure our customers' transition to this new operational paradigm is seamless and non-disruptive.

- ▶ Cloud Application Management & Transformation
- ▶ Cloud Service Management
- ▶ Cloud Security of Cloud Operations
- ▶ Cloud Architecture Design
- ▶ Managed Hosting

"Our innovative processes and technologies secured time-sensitive information and helped the HHS maintain the privacy protections of the Healthcare.gov website and hosting environment, ensuring their commitment to enterprise excellence."

-Tom Ferrando,
Salient CRGT President and CEO

Solution

As part of our seven year contract with the HHS, Salient CRGT provides a range of services:

▶ Design and Build-Out of Data Center for Continuous Security

Salient CRGT assisted with the design and build out of a state-of-the-art Managed Application Hosting Center (MAHC) facility. Salient CRGT received 3-year authority to operate the data center through the Certification & Accreditation (C&A) Program. The C&A Program consists of six distinct phases to form a continuous security management practice. To manage the C&A Program effectively, individual tasks, responsibilities, and expectations are defined within each phase.

▶ Solution Engineering for New & Legacy Systems Provide Flexibility

The application hosting approach that Salient CRGT executes offers flexibility to application users. HHS customer can select from a service menu to create the best support package for their needs. The basic "bronze" service level includes physical hosting of the applications and virtual hosting in a Private or a Public Cloud. The "platinum" service level provides fully hosted application services with up to 10 owner identified Key Performance Indicators (KPIs).

▶ On-going Application Support & Add-On Services Solve Evolving Challenges

In addition to the basic and tiered hosting services, Salient CRGT offers a range of "add-on" services to complement the user hosting solutions, including hardware purchasing, storage and backup, disaster recovery and COOP capability, software and database purchasing/licensing, C&A support for application owners, systems/database support, and application virtualization services (transformation support).



Impact

High Performance—Ready From the Start

Our engineers conduct testing and configuration management activities to ensure that user applications are ready from the start and they provide on-going support during operations long after the initial launch. HHS IT successfully meet all their business objectives with no outstanding concerns.