

CyberCore Client Wins

PUBLISHED January 2025

Seamless IT Solutions and Deployments, Supporting 29,000 Users.

Period of Performance: July 1, 2021 - PRESENT

For a prominent non-government agency, CyberCore provides a wide range of IT services, including real-time desktop support, technical troubleshooting, system deployment, and operating system and application management. Our expertise includes high-quality Tier 1 and Tier 2 issue resolution, security patch management, and system administration. We also manage large-scale and temporary deployments, such as successfully installing EPIC software for 29,000 users and setting up triage centers during emergencies.

We work closely with our client's Program Management Office to ensure effective communication and cost-efficient solutions. Additionally, we support the Windows 11 migration and respond to an average of 85 help desk tickets monthly.

At CyberCore, we thrive on solving challenges for our clients and community. Contact us today and let us know how we can help.

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100% Ticket Growth, 99% SLA Achievement, and 50% Faster Imaging.

Period of Performance: December 7, 2020 – PRESENT

For the past five years, CyberCore Technologies has been providing comprehensive hardware service support for Leidos, with a focus on PC lifecycle management, asset utilization, and cost optimization. Our services include asset and inventory management, imaging, software installation, secure staging, and shipping.

CyberCore has developed an automated ticketing system to streamline support processes, managing an average of 50 tickets daily, with peak demands reaching 120. Our efficient workflow allows us to image up to 1,000 laptops monthly and handle re-imaging and maintenance tasks.

Committing to high-service level agreements, we have reduced imaging times by 50%, doubled our daily ticket completion rate, and achieved near-perfect delivery performance. Additionally, we provide inventory tracking through Costpoint, ensure disaster recovery with ISO/COOP plans, and act as a strategic partner to Leidos, facilitating seamless transitions and real-time reporting.

100% SLA Success, ISO-Certified Supply Chain Security, and Full Network Support.

Period of Performance: March 1, 2019 – PRESENT

For the past five years, CyberCore Technologies has provided comprehensive hardware service support for Leidos, focusing on PC lifecycle management, asset utilization, and cost optimization. Our services include asset and inventory management, imaging, software installation, secure staging, and shipping. CyberCore has developed an automated ticketing system to streamline support processes, managing an average of 50 tickets daily, with peak demands reaching 120. Our efficient workflow allows us to image up to 1,000 laptops monthly and handle re-imaging and maintenance tasks. With a commitment to high service level agreements (SLAs), we have reduced imaging times by 50%, doubled our daily ticket completion rate, and achieved near-perfect delivery performance. Additionally, we provide inventory tracking through Costpoint, ensure disaster recovery with ISO/COOP plans, and act as a strategic partner to Leidos, facilitating seamless transitions and real-time reporting.

Superb Lifecycle Logistics, Exceeding SLAs with Proactive Procurement and On-Time Delivery.

Period of Performance: July 25, 2020 – PRESENT

CyberCore offers a comprehensive range of lifecycle logistics services, which include product and software procurement, configuration, deployment, asset tagging, inventory management, system integration, component storage, and equipment decommissioning. Our team comprises experienced and vetted personnel who provide engineering services, surge support, and procurement for technical refreshes, server and compute platform management, identity access services, and virtual desktop infrastructure. We manage asset tagging and barcoding for all products received and utilize a "Just-in-Time" approach for organizing hardware storage, ensuring the quick delivery of high-priority items. Our engineers also perform system integration, repair and maintenance, and equipment decommissioning. Through proactive procurement and effective communication with customers and original equipment manufacturers (OEMs), CyberCore consistently exceeds service level agreements (SLAs) and project milestones, delivering projects ahead of schedule.

100% SLA Success, 84% Ticket Volume Growth, and 30% Year-Over-Year Service Expansion.

Period of Performance: October 1, 2021 – PRESENT

For a large government agency, CyberCore provides comprehensive IT support services for the agency across all 50 states. Our services include information technology services management, supply chain risk management, and service desk operations. This includes procurement, installation, and testing of hardware, software, COMSEC equipment, warehouse management, asset tracking, and smart-box shipping.

CyberCore employs a customized supply chain risk management process to ensure timely, cost-effective, and low-risk delivery. We also provide Tier 2 and Tier 3 technical support and have developed strong vendor relationships to enhance government support.

We have achieved a 100% service level agreement success rate, successfully adapted to an 84% increase in ticket volume, and consistently met stringent turnaround times. This performance has contributed to a 30% year-over-year growth in service scope.
