



# CAPABILITIES BRIEF

CAGE: 505Z2 | UEI: PQGNTHSD213

# Company Overview

## Leadership & Focus

- 15+ Years of Experience in Data Support Services
- Accenture Subcontractor for 10+ Years
- Currently Supporting CBP - OIT

## Contract Vehicles, Certifications, & Team Members

- GSA MAS - SIN - 5415S
- Alliant 2 - Subcontractor
- ITIL
- AWS
- Google Cloud Platform (GCP)
- Oracle

## Data Center Support Services

### *ENTERPRISE OPERATIONS*

- *Advanced Monitoring Engineering*
- *Disaster Recovery*
- *Operations and Maintenance*
- *AIOps*
- *Data Center Automation*

### *ENTERPRISE INFRASTRUCTURE*

- *Managed / Common Services*
- *Information Assurance*
- *Data Center Virtualization*
- *Systems Engineering*
- *Data Consolidation*

### *ENTERPRISE ARCHITECTURE*

- *AWS / Oracle / Google*
- *Data Engineering / Architecture*
- *Microservices*
- *Business Continuity / Intelligence*
- *Systems Administration*



# Company Experience

## Trusted Relationships



## Proven Performance

- Database Engineering
- Data Center Support Services
- Advanced Monitoring & Data Services
- Oracle / IBM Database Support Services
- Enterprise Engineering & PMO Support
- Enterprise Data Architecture
- AWS / Google Support Services
- Enterprise Cloud & Integration Services

# Case Study | CBP Dynatrace Proof of Concept (POC)

## *Situation*

CBP Enterprise Operations Center (EOC) was seeking to consolidate and modernize their monitoring tools to provide detailed real-time visibility into CBP systems and applications across on-prem, cloud & hybrid environments. VFI identified and performed a Proof-Of-Concept (POC) effort to evaluate and eliminate inefficiencies, and improve cost effectiveness within EOC monitoring solutions.

## *Approach*

We implemented the Dynatrace SaaS application for the POC, that monitored a single non-production CBP application end-to-end. Dynatrace agents and extensions were installed on-premises and connections to other resources including cloud connectivity established as needed.

## *Outcome / Value Delivered*

Dynatrace software capabilities were fully evaluated by the EOC team against a full list of DCSS requirements and performed well in end-to-end monitoring, automated issue resolution, product integration, and AIOps as a scalable and secure enterprise solution.

## Solutions

- Data Center Support
- Advanced Monitoring, AIOps
- Enterprise Cloud & Integration

# Case Study | CBP Datadog Proof of Concept (POC)

## *Situation*

CBP Enterprise Operations Center is moving more apps into the cloud environment and seeking a stable advanced monitoring tool to monitor IBM MQ, Active MQ & Kafka applications. VFI team identified and performed a Proof-Of-Concept effort to evaluate the capabilities of Datadog monitoring solution in CBP environment to fill such gaps.

## *Approach*

POC environment was provided using a SaaS instance of the Datadog application. The monitoring environment was used to monitor a single non-production CBP application end-to-end. Datadog remote agents were utilized on-prem and in-cloud.

## *Outcome / Value Delivered*

Datadog software capabilities were fully evaluated by the EOC team against a pre-defined evaluation criteria to determine if a Datadog solution is viable for use as a key monitoring software tool at CBP. Datadog was found viable by the respective App teams to fill the monitoring gaps with IBM MQ, Active MQ / Kafka & Database Performance deep-dives plus customized script monitors.

## Solutions

- Data Center Support
- Advanced Monitoring
- IBM MQ, Active MQ, Kafka & Database Monitoring

# Case Study | Oracle Patching

## *Situation*

CBP did not have a unified approach to patch Oracle Exadata Databases. As Database Administrators used different and non-consistent methods to patch Oracle Databases, the newly patched environments would sometimes be omitting critical patches, making future maintenance of the environments possibly compromised or unmaintainable.

## *Approach*

VFI team built a unified and consistent method based on Oracle's Best Practice to patch Database systems. We utilized on-prem patch sets to apply in the production Exadata environment. Documenting and building out the Oracle Database Patch process involved multiple steps which our DBAs recorded & developed screen-shots to follow and execute respectively.

## *Outcome / Value Delivered*

The newly created unified patch document details how to follow and execute the Oracle Database Patching process to allow DBAs to successfully perform critical patch updates to ensure a secure environment for the future.

## Solutions

- Database Engineering
- Database Operations
- Oracle Exadata Database

# Case Study | Oracle EBS Installation

## *Situation*

CBP did not have the unified process to install latest Oracle E-Business Suite / Oracle Financials (EBS) Database software in a RAC environment including EBS patches. Such inconsistent methods have produced vulnerable environments and unnecessary security issues, which needed additional resources for their respective resolutions.

## *Approach*

VFI Database engineers provided a technical approach using Oracle's Best Practice and latest EBS Software in order to build out the appropriate solution for CBP installation process for production and non-production environments.

## *Outcome / Value Delivered*

Instead of following a separate set of instructions each time, the newly built Oracle Installation document can be used with minimal changes for all future installations at CBP. This document details the process to install Oracle Database EBS software including Oracle Real Application Clusters database installation to improve risk mitigation.

## Solutions

- Database Engineering & Innovation
- Database O&M
- Oracle EBS

# Case Study | IBM Upgrades

## *Situation*

CBP's IBM Tivoli Identity Manager (ITIM) was out of customer support and an upgrade of ITIM to IBM® Security Verify Governance (ISVG). This issue was pending for over 2 years which created a vulnerable / risky environment for CBP.

## *Approach*

VFI team undertook this initiative to develop and document a technical approach for a successful completion in order to upgrade and secure the environment against future risks / inefficiencies.

## *Outcome / Value Delivered*

Upgrade of IBM Tivoli Identity Manager (ITIM) to IBM® Security Verify Governance (ISVG) succeeded. VFI team developed bullet-proof migration scripts and upgraded all intended environments. We fully documented & performed a knowledge transfer to their staff to showcase a successful method for future upgrades with minimal effort / risk.

## Solutions

- Database Engineering & Innovation
- Database Operation & Maintenance





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