



Think Managed Services:

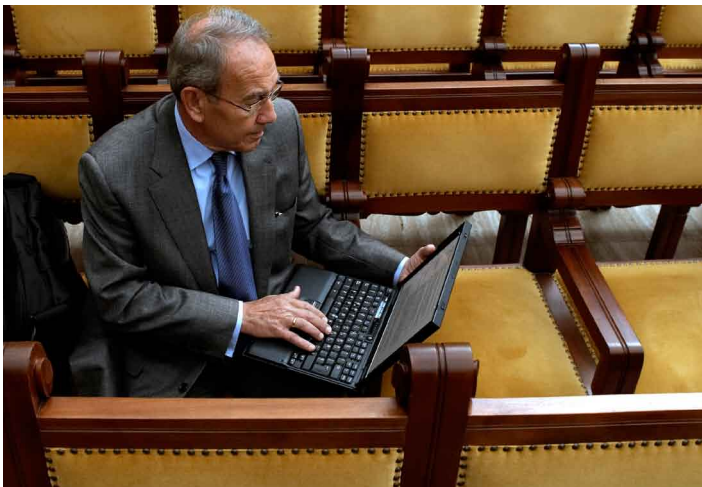
Networx Strengthens Transition to Managed Services

The need to share information across government agencies has never been greater, yet overcoming the complexity of technological environments, achieving regulatory compliance, incorporating industry standards, and both hiring and retaining workers has made the transition to IP-enabled communications problematic at best.

These challenges have encouraged government agencies to shift from providing services directly to citizens to managing a group of providers who must deliver services on each agency's behalf. This transformation is driven by the need to improve agency performance and lower costs.

In the next few years, it's expected the Networx contract vehicle will accelerate this trend. "Our Networx vision is to provide ubiquitous, secure and reliable communications while focusing on customer outcomes and mission accomplishment," said John C. Johnson, Assistant Commissioner for Integrated Technology Services, GSA-Federal Acquisition Service.

More than the largest telecommunications contract in federal government history, agencies should view this contract as an opportunity to transform their Enterprise Architecture, rather than as a transition from the old FTS2001 contract. Networx's vision for common infrastructure provides information-sharing across agencies. This allows public sector entities to take advantage of managed services benefits including reduced operational/IT complexity, enhanced workforce mobility and virtualization. This will extend the federal enterprise to ensure the office is where employees are, anytime, anywhere — in support of key initiatives such as COOP, Telework and agency mobility requirements.



For more than 20 years, Cisco's federal sales team has served almost every government organization. As the worldwide Internet networking leader, Cisco holds the largest market share among networking solution providers for the U.S. federal government. Cisco's 600 dedicated federal professionals collaborate with government institutions and the Networx prime contractors to design and implement solutions that efficiently, securely and seamlessly interconnect agencies with constituents, other agencies and internal divisions, resulting in maximized productivity, enhanced communication, improved interagency collaboration and streamlined operations—all while reducing operational costs.

In 2007, Cisco was awarded the prestigious J.D. Power and Associates Certification for Excellence in Technology Support for the second year in a row, validating Cisco's commitment to understanding each customer's end-to-end processes and providing world-class service and support. Cisco invests \$4 billion per year in research and development, has many joint ventures worldwide, and continues its strategy of technology acquisition, which delivers unprecedented innovation to the federal government. Another reason why over 80% of federal agencies choose Cisco-based enterprise solutions, which is why federal sector audiences should evaluate Cisco to support their converged infrastructure needs, now and in the future.

While the promise of managed services benefits may be widely recognized, agencies should consider industry 'best practices' during the transition to such a model. In the private sector, the most successful governance models focus on maintaining control of Enterprise Architecture decisions while purchasing a managed service to support their defined requirements. Agencies should consider adopting these lessons learned as they transition to a managed services environment under Networx. By focusing on the business of each agency's mission, identifying areas to introduce IP-enabled services, and clearly defining managed services requirements, agencies can reap the anticipated benefits of a managed services model. In other words, managed services can accelerate the execution of each agency's Enterprise Architecture.

When it comes to selecting a Networx partner, federal agencies must consider how well each supplier will perform in providing innovative solutions, supporting agency requirements and meeting each agency's Enterprise Architecture goals.

For more information

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