



R3 Remote Work

Maintain Government Operations and Mission Capabilities with Secure Remote Access to Critical Resources



The evolving COVID-19 situation has government experiencing a unique challenge in continuing to serve the public while safeguarding the health and safety of its workforce. Government agencies are now challenged to look at the cost-effectiveness and security of IT infrastructure actions taken in early 2020 as employees require increased remote access to mission applications, productivity tools, and help desk support. How can agencies efficiently provide scalable, rapidly deployable, secure, adaptable remote work capabilities while also enabling access to IT and data infrastructure, especially where remote access solutions were not previously available?

Why SAIC: Proven Performance

- SAIC provides full life-cycle IT support for USCENTCOM C4ES. Artificial Intelligence for IT Operations (AIOps) provides predictive analytics and user service automation for routine tasks. This reduced touch labor and Tier 1 by 20%, freeing support for complex service delivery.
- “Our desktop systems are as critical to CENTCOM’s mission as our F-18 fighters. We have to have 100% uptime, and with our SAIC VDI environment, we do” said Tony Emery, Senior Systems Engineer, Contract Lead CCJ6-EL CENTCOM Integration Lab (CIL).

Contract Vehicles

- DHS EAGLE II
- GSA Alliant 2
- GSA IT Schedule 70 SINs 132-40, 132-51, 132-56, 70-500
- GSA OASIS
- NAVSEA SeaPort-e
- NASA SEWP
- NIH CIO-SP3
- US Air Force NETCENTS-2 – NetOps
- US Army ACCENT
- US Army ITES-3S

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Solution Overview

SAIC R3 Remote Work is a ready-to-deploy, secure, and comprehensive solution. SAIC combines FedRAMP-accredited Zero Trust Network Access (ZTNA) with Virtual Desktop Infrastructure (VDI) to provide a cloud-based managed service with high-performance, rapid scalability, and secure remote access. Government agencies receive a managed service for meeting their mission while maintaining the safety and security of their workforce. Key features include:

- Globally-deployed, cloud-based, and FedRAMP-certified Zero Trust network with VDI solution, including PIV/CAC and Derived PIV/Credential integration for scalable, secure, and elastic remote access for employees and contractors
- Robust solution with email phishing/security protection, end-point protection, and help desk support
- Adaptable to agency cloud and virtual workspace tools (e.g. ZScaler, AWS VDI, Azure, Citrix, Horizon)
- Improved workforce productivity through secure access to mission applications, data, productivity tools, and IT support regardless of user location and independent of device. VDI solutions support multiple window versions, as well as role-based images for knowledge, office, developer, and more types of users
- Cost-effective, fixed-pricing per user model

