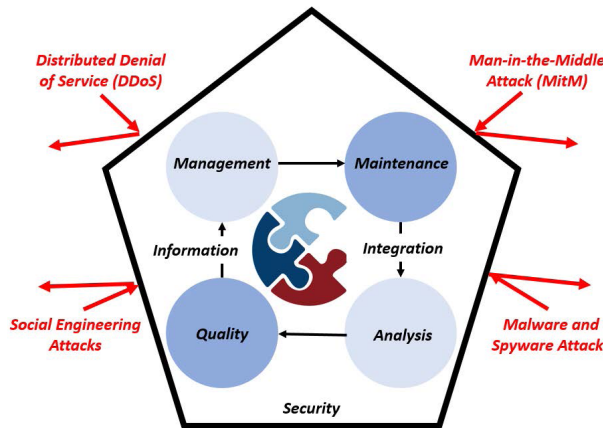


IT Support Services

“Information technology and business are becoming inextricably interwoven. I don’t think anybody can talk meaningfully about one without talking about the other.”

- Bill Gates



Information is among an organization’s most valuable assets. Accordant Federal optimizes information management, maintenance, analysis, and security—ensuring integration at all organizational levels.

Information excellence cannot be achieved without robust IT support. Technology support services are a prerequisite for systems integration. Accordant Federal’s IT support services ensure that partners achieve information technology excellence at all levels of their organization. Whether it be simple issue resolution on a team member’s computer or integration across complex network architecture, Accordant has you covered.

Accordant’s IT support addresses immediate technology challenges in a manner that supports a broader strategic vision. Systems integration is achieved when IT support professionals commit to the approach outlined below:

1. Support 24/7/365. Accordant knows that, in the modern workplace, progress is made from all locations at anytime of the day or night. With the use of remote devices, cloud computing, and VPN security, Accordant is always able to assist. Our IT

support team staff is ready to assist you 24 hours per day, 7 days per week, 365 days per year.

- 2. Capture best practices and educate partner team members.** Accordant does more than just solve IT problems. For each issue resolution, Accordant captures lessons learned, explains best practices to those affected, and provides training across the enterprise. Accordant strengthens your team one issue at a time, moving your organization towards technological self-reliance.
- 3. Empower managers to pursue technology excellence.** Accordant focuses on providing business unit leaders with the resources they need to execute the mission. We work closely with managers to create trust and collaboration. The technology learning curve can be steep; Accordant IT support guides team members every step of the way.

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

- Bill Gates

The Accordant Team achieves these objectives by implementing the proven, robust process outlined below:

- 1. Implement, Evaluate, Iterate**—An evaluation of mission objectives leads to an initial technology solution. Accordant leverages its data analytics competency to assess the effectiveness of that solution. These analytics allow the solution to be fine tuned and further optimized.
- 2. Risk Mitigation Tools**—With the modern reality of remote work, it is important to acknowledge that members of your team will desire to work outside of secure networks. Accordant leverages its cyber security competency to determine which tasks are appropriate for remote work and which require a commercial-grade cybersecurity defense router. Accordant is vigilant in helping avoid compromised VPN sessions.
- 3. Zero Trust Remote Access**—Accordant insists on a “never trust, always verify” approach to remote work. Through the use of network segmentation, Layer 7 threat protection, and user-access control, Accordant is able to minimize security risks and user complications.

Information Management Solutions



ACCORDANT FEDERAL, LLC

7902 Tysons One Place, Suite 715
Tysons Corner, VA 22102

Ph: (610) 823-2123

Jeff@AccordantFederal.com | www.AccordantFederal.com