CAPABILITY STATEMENT

Miwok Solutions

Miwok Solutions delivers excellence through our people. We identify, develop, and retain the best individuals that align with our government clients' mission. We strive to provide exceptional customer service by leveraging our repeatable, defensible, and transparent service delivery methodology.

OVERVIEW

Celebrating over 20 years of business, Miwok has a long-standing reputation for providing outstanding support to clients, including U.S. government agencies and international entities. Miwok's portfolio of services includes end-to-end **Program/Project Management, IT Service Management (ITSM), Security Transformation, Digital Workspace and Collaboration, and Automation and Orchestration Services.**

CORE PRINCIPLES

MISSION:
Focus on our partners' mission and ensure we contribute to their success.

LEADERSHIP:
Lead from the front with transparency and honesty.

INTGERITY:
Build trust by listening, following through, and keeping our word.

EXCELLENCE:
Fostering excellence in all we do for our clients and employees.

RESULTS:
Commitment to our clients' business objectives.

CORPORATE DETAILS

- SBA Certified Women-Owned Small Business (WOSB)
- Certified Minority Business Enterprise (NMSDC)
- Top Secret (TS) Facility Clearance
- 8a Native American Joint Venture
- CIOSP3 Joint Venture

OUR CLIENTS

- Department of Homeland Security
- Transportation Security Administration
- Office of the Comptroller and Currency (OCC)
- United States Patent and Trademark Office (USPTO)
- Administrative Office of the US Courts
- Federal Air Marshall Service

WHY CLIENTS CHOOSE US

- Experienced technical staff with industry-leading certifications and specialization.
- Partners with clients to deliver solutions tailored to the clients' needs.
- Over 90% employee retention.
- 20+ years of U.S. government and Commercial past performance.

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ALIGN.**CONNECT.**INNOVATE.

ITIL® SERVICE MANAGEMENT (ITSM)

We perform a full range of Network Operations Center (NOC) and Security Operations Center (SOC) infrastructure and application management and support using the ITIL® service delivery framework. Our NOC, SOC and Help Desk teams are experienced in a broad range of technologies including Cisco, Avaya, Juniper, Telecom, Cloud Platforms, along with others.

CLOUD AND INFRASTRUCTURE OPTIMIZATION

We apply ITIL® service management framework and best practices to streamline operations, while increasing value. We partner with Google, Amazon Web Services and Azure to deliver the best solutions.

DIGITAL WORKSPACE & COLLABORATION

Miwok utilizes next generation platforms to help organizations create a more seamless working environment. Technologies such as Cisco ThousandEyes helps Miwok provide End-to-End Visibility, tracking End User Experiences.

SECURITY TRANSFORMATION

Security Transformation (SX) seamlessly integrates security across all digital technology facets, fundamentally altering its architecture, deployment, and operation. Beyond just a technological shift, SX also redefines team dynamics. Miwok helps organizations take a Top-Down approach to integrating crucial project teams into the SX process.

NETWORK AND SYSTEM ENGINEERING

Our multi-platform discipline includes LAN/WAN, VoIP, VTC, and Microsoft critical infrastructure solutions designed to improve our clients' programs. We focus on solutions that effectively optimize existing capital and human investments.

AUTOMATION & ORCHESTRATION

Miwok provides support to organizations looking to utilize Artificial Intelligence in IT Operations (AIOps), as a way to automate decision making within IT Operations Centers.

CASE STUDY: IMPLEMENTATION OF NEXT GENERATION IT INFRASTRUCTURE

Challenge: A US Government Agency lacked the ability to have full real-time insight into their IT infrastructure and the end user experience, despite leveraging a wide range of tools.

Solution: Miwok performed market research for the Government Agency, to determine what Next Generation IT platforms were both proven but cutting edge and could easily integrate into their existing IT environment. Miwok provides a range of technology offerings in SD-WAN, End-to-End Visibility, Application Performance Management and Artificial Intelligence for Operations (AIOps). Upon the Government's approval, Miwok implemented the selected technology as a Proof of Concept with integration into all internal Operations.

Benefit: After Miwok implemented the four new technology areas, the Agency received immediate IT infrastructure performance improvements and real time insights into future changes that can be made. Miwok's implemented technology alerted the Agency to issues with Mission-Critical applications, which went unnoticed from other monitoring platforms. The Agency now has the ability to track the full End User experience, reducing the support labor hours required to troubleshoot issues.

CONTRACT VEHICLES

- GSA MAS (47QTCA20D007E)
- FAA eFast (693KA9-18-A-00067)
- 8(a) STARS III (47QTCB22D0623)
- CIOSP3
  (SB:HHSN316201200193W)
  (SDVOSB: HHSN316201200060W)
- Army ITES-3S (Subcontractor)
- Navy Sea Port NxG
  (Subcontractor)
- DISA Encore III (Subcontractor)
- NASA SEWP V (Subcontractor)

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