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City of Somerville
& Details



City of Somerville

End to End IT Assessment

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ePlus Account Team

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Please Note: This document is not an official ePlus Statement of Work or a legally binding contract. The purpose of this document is to provide budgetary labor pricing with a high level review of the level of effort for the customer's reference, and is subject to change based on final agreement between ePlus and customer. An official ePlus Statement of Work will need to be signed by both the customer and ePlus to constitute a formal project.

ePlus Company Information

ePlus offers consultative expertise and services that empower organizations to achieve more success and innovation through sustainable IT solutions. We help customers assess their technology and business needs and advise them on the most effective IT strategy and approach for their organization. We then design, implement, and optimize the cloud, security, data center, networking, collaboration, and emerging solutions to enable that strategy. We back those efforts with local support, long-term service, and flexible financing and consumption models, all with the end result of helping customers thrive in the digital economy and multi-cloud world, drive better business outcomes, and stay ahead of the innovation curve. We are a technology company that takes great pride in designing, implementing, and managing technical solutions for a diverse customer base that spans across multiple market verticals - this includes: Government, Education, Healthcare, Retail, Manufacturing, Finance, Legal, and Mid-Market.

Locations

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[List of all ePlus Locations/Offices](#)



Where Technology Means More®

ePlus is a company where technology means more, and it is more than a tagline, it is our way of doing business.

- **Transform More** - smarter integration requires more listening, more inventive engineers, and more imagination. Every day we at ePlus hand craft agile data center and cloud solutions that deliver more.
- **Protect More** - safeguarding today's complex and rapidly changing IT environment demands more. More thinking, insight, and the tenacity to strengthen security posture.
- **Build More** - a solid IT infrastructure is the backbone of any organization's success. We deliver the best the industry has to offer for more performance, reliability, and scalability.
- **Expect More** - envisioning, designing, implementing, and managing—we offer more answers. Then we make it happen. When people ask for more, we deliver.

Our methodology involves working collaboratively with customers to align technology to the business, making it a strategic component of the organization's success.



Executive Summary of the End-to-End IT Assessment.

Customer has engaged ePlus to perform an End-to-End IT Assessment. The Assessment shall break out into three areas:

1. An **Advanced Network Assessment** on their infrastructure, to include generating end of life reports (IOS/LDoS), SNMP-based infrastructure performance analysis, and comprehensive network scan to discover everything on the involved networks.
2. **Security Assessment** A security program maturity review will use the CSF Framework as the baseline for measurement. Some of these organizations may require additional views into their security program through various other frameworks and regulatory mandates such as the Criminal Justice Information Services (CJIS) Security Policy.
3. **Staffing & IT Org.** On-Site discovery and interviews shall be conducted with key IT staff, end-users and managers/admin. A physical walk-through of all schools, city buildings and public safety buildings will take place. Workflow and organizational information shall be documented. A report on how the IT is structured for support across the whole city, including schools and Public Safety shall be provided along with guidelines and recommendations for a Technology Plan/roadmap.

The Assessment shall include in the following areas for the City of Somerville:

- **City of Somerville**, including all departments
- **Public Safety**, including the Police and Fire Departments
- **Somerville Public Schools**
- **City of Somerville Public Library**

Detailed Description of Services

The following three (3) sections include detailed services for the above-listed assessments. Each section will be performed individually. Thus, each section has its own detail, project management and details. Although all will be performed individually, each team will collaborate and communicate their findings to each other in order to deliver a unified End-of-End Assessment to the customer.



1. ADVANCED NETWORK ASSESSMENT

Executive Summary

The Advanced Network Assessment on the infrastructure will include generating end of life reports (IOS/LDoS), SNMP-based infrastructure performance analysis, and comprehensive network scan to discover everything on the involved networks.

Detailed Description of Services

Project Initiation

ePlus will conduct an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products
- Confirm prerequisites have been met before engagement start

Planning Meeting

ePlus will meet with the technical resources to review the required configuration and architecture related to the design of the infrastructure. The objectives of this meeting are:

- Describe the requirements of the assessment tool, which include:
 - SNMP read-only
 - Cisco CLI access (available/unavailable?)
 - Identification of the ~752 devices to be assessed (either specific IPs, or subnets, or guidance on where/how to find them; general guidance is acceptable as enumeration ability is extensive)
- Outline the timeline and requirements as they pertain to the duration of the licenses used for the assessment tool.
- Review the current network diagram(s) and design to include the LAN/WAN (as available)

Network Assessment:

- Install Path Solutions (PSTV) and run for no more than 60 days
 - Input license
 - Input subnets to scan
 - Input Simple Network Management Protocol (SNMP) credentials
 - Input command line interface (CLI) credentials if provided
 - Start initial discovery
 - Update Customer on any previously unknown network devices discovered and verify SNMP is configured as required.
 - Troubleshoot connectivity issues.
 - Add new devices discovered with RunZero into Path Solutions

- TotalView reaches out to each device every 5 minutes for SNMP polling; the polling period is up to 2 minutes. For every 1000 interfaces I see about 0.5Mbps traffic during those peak times
- Install and configure RunZero (RZ) to run for no more than 30 days
 - Create project in RunZero console
 - Input SNMP credentials
 - Install collector on remote host
 - Run discovery
 - Update Customer on any previously unknown network devices discovered and verify SNMP is configured as required.
 - Troubleshoot connectivity issues.
 - RunZero's discovery can be tuned. Fewer than 20k sessions at peak are anticipated

VMware Assessment:**Install Cloud Physics Virtual Appliance**

- Deploy CloudPhysics Observer Virtual Appliance
 - Setup UN/PW, IP Address and storage information
 - Connect to vCenter Server(s)
 - CloudPhysics recommends the creation and use of a dedicated vCenter Server service account for use with the Observer virtual appliance. For best results, the service account should have administrator-level permissions and be configured too read-only. The vSphere administrator's credentials will also work here. If the creation of a new user role and account is not an option, the CloudPhysics account can use any vSphere admin account with sufficient privileges to read from the required resources.
 - If there is sensitivity to using an administrator user credential set, a semi-privileged user role can be created for use. This role can be applied to a user credential set with minimal permissions to provide the access needed to use CloudPhysics. The resulting user is much less privileged than an administrative user. (details provided if required during engagement)
 - One Observer required per vCenter Server. This Assessment will cover up to 3 vCenter Servers.
 - Troubleshoot connectivity issues.
 - Collect data for minimum of 7 days.

Nutanix Review:

- ePlus will provide an Engineer to review the underlying configuration of the Nutanix environment.

Backup Review:

- ePlus will provide an Engineer to review the current BaaS capacity and consumption. A review will be completed (which will include a customer meeting) on any anticipated workload increase to ensure the head room available on current infrastructure may handle additional or newly added workloads in the near future.

Project Conclusion

- Execute performance monitoring and automate analytic checks via assessment tools
- Export assessment data from utilized tools
- Review and analyze data
- Create final documentation
- Deliver formal assessment review meeting

Project Management

ePlus understands that the delivery of business outcomes is realized through the success of projects. Success is achieved through setting proper expectations, clear communications, and the reduction of risk through effective management of people, processes, and tools. Knowing this, ePlus has included Project Management in all its service engagements. For this SOW, ePlus will be providing:

- **Standard Project Management** is utilized when the management requirements for a project are typical of a mid-sized project. The project manager expects to work on tasks that may include meeting planning, resource scheduling, equipment confirmation, issue tracking, project closeout, and satisfaction surveys.

Place of Performance

- All work will be performed remotely; VPN access (versus screensharing) is virtually mandatory for engagements like this one. (Client has mentioned AnyConnect in current use)

Deliverables

- **Executive Summary** – High-level report of findings to include:
 - Current network device and technology analysis
 - Current network performance analysis
 - LAN/WAN anomalies/issues
- Network inventory
- Interface/device analyses from PSTV and RZ
- VMware Overview
- Nutanix Overview

Assumptions

General Project Assumptions

- Calls and meetings will be scheduled at a mutually agreeable time between the Customer and ePlus resource. The calls and meetings will be scheduled through ePlus PM.
- No training is included in this project unless otherwise specified in this SOW.
- The services schedule reflects work effort based on non-contiguous Business Days and does not include a full-time ePlus Engineer for staff augmentation during the project.
- Backups should be performed prior to work starting. All data is the responsibility of the Customer.
- SNMP Read-only string(s) will be required to collect performance metrics on all network devices

- A VMware (or other hypervisor) Infrastructure with available resources will be required for the VM on which assessment tools will be installed.
 - One (1) IP address will be required for the virtual machine
 - Provisioning requested of 4 vCPU, 16GB RAM, 250GB storage, Windows 10/11/Server are all acceptable
- Data collection will be performed on ~752 devices
- A Windows machine will be required for each engineer's remote access (whether a jump host (recommended) or direct VPN in).
- If remote access cannot be provided, a change order will be required for the additional LOE to deploy via other means. (Webex, zoom, teams)

Customer Responsibilities

General Project Responsibilities

- SNMP read-only credentials
 - Supports v1/v2c/v3
 - Devices should be preconfigured with SNMP credentials before the assessment begins
- The Customer must provide engineer remote access VM complete network visibility in order to monitor network infrastructure; WAN access for tools is desired for licensing purposes, however workarounds may be available

Engineer Remote Access

- Many secure remote access modes are acceptable (AnyConnect has been called out; what follows is template)
 - VPN (e.g. GlobalProtect/AnyConnect) to Windows VM with full network access (for network topology mapping; network enumeration can occur from the liveNX server, but NTM cannot proxy)
 - Remote desktop solution such as Bomgar or Amazon Workspaces, remoting to a machine with network access
 - Again, the above examples are different major paradigms; countless other options exist in the remote access space
 - CloudPhysics appliance resource requirements
 - CloudPhysics supports VMware vCenter Server® 4.1 and up.
 - Download size of OVF/OVA: Approx. 180 MB
 - Guest OS: Debian Linux® 8 64-bit • vCPU: 2
 - vRAM: 8192 MB
 - VMXNET3 network interfaces: 1
 - Size of deployed volume: 13 GB
 - Local vHDD1 system: 1 GB

- Local vHDD2 data: 12 GB
- Network access to vCenter.
- Internet access to CloudPhysics through port 443
- vCenter account with read access.

Programs used:

- Runzero - network scanning agent; needs access to server @ two IPs using https - 13.248.161.247, 76.223.34.198 - console.rumble.run for whitelist (may be console.runzero.com at some point)
- Solarwinds Network Topology Mapper – useful for triaging network state; easily shows redundancy and lack thereof, as well as interconnects that exist that perhaps shouldn't, as well as interconnects that don't exist that perhaps should
- nmap - granular host enumeration, access testing, diagnostics etc.
- Burpsuite - automation of arbitrary http/s-based tasks and troubleshooting of issues
- Snmpwalk (snmpSoft) - basic snmp enumeration tool, includes snmpv3 support
- notepad++ - for text and file manipulation
- cygwin - has many useful utilities
- kitty (a fork of putty) is used when cygwin's is unavailable (for openSSH)
- MS Excel - may be preinstalled? May be blocked?
- LibreOffice (calc and draw for excel/visio) - if O365 is blocked, can download/install from ePlus sharefile

Internet Access required – security is paramount, so at a minimum all that is required is access to eplus.okta.com and eplus.sharefile.com (if more general internet access is unavailable). Installers for all utilities are maintained in sharefile, with okta offering authentication and authorization. That minimum could restrict installation of cygwin (mostly used for data parsing and automation) and functioning of runzero, but these are discussions we can have in considering the overall objectives.



2. SECURITY ASSESSMENT

Executive Summary

A comprehensive Security Assessment will be performed based on the cyber security framework, Service Organization Control Type 2 (NIST CSF). The Assessment will measure the maturity of the customer's security program(s) and will allow senior management to identify areas that need improvement and establish a prioritize plan for mitigation efforts. Additionally, positioning the organization for future certification and compliance requirements can be satisfied as a result.

Business Context

ePlus will examine the customer's security program in a holistic manner with the goal of addressing any potential gaps to ensure that the program provides an effective environment for risk-based implementation of information security. The program needs to include the ability to define and communicate information security contexts to drive strategic intent through policy, implementation methods through processes and ultimately balancing technology with risk requirements. Corporate decisions relating to information risk should determine organizational information security policies and standards. Information security policies and standards should then be the foundation for the development and traceability to the implementation of specific information security processes, procedures, and mechanisms. The NIST Cybersecurity Framework (CSF) shall be used to measure the maturity of its security program and to help identify areas that pose significant risk to the organization and other areas that maximize return on investments.



Engagement Scope

ePlus understands the initial security program maturity review will use the CSF Framework as the baseline for measurement. ePlus also understands that several organizations are considered “in-scope” for this engagement and include City of Somerville, Public Safety (Fire and Police Departments) and the public school system. Some of these organizations may require additional views into their security program through various other frameworks and regulatory mandates such as the Criminal Justice Information Services (CJIS) Security Policy.

Additionally, this review will focus on the operations at the City of Somerville; however, ePlus also understands that the ability to apply various frameworks to different operating locations in the future could be advantageous to Somerville’s governance, risk, and compliance program.

NIST CSF 2.0 Categories		# of Domains	Target Score	Policy Score	Practice Score
Overall Average Score			3.89	3.94	3.88
Governance	Organizational Context (OV.OIC)	(5)	3.00	2.80	3.80
	Risk Management Strategy (OV.RM)	(7)	3.00	3.29	3.14
	Roles, Responsibilities, and Authorities (OV.RA)	(4)	3.00	2.25	3.00
	Policy (OV.PO)	(2)	3.00	4.50	3.50
	Overnight (OV.OV)	(3)	3.00	3.00	3.00
Security Functions	Cybersecurity Supply Chain Risk Management (SV.SC)	(10)	3.00	2.75	3.30
	Asset Management (ID.AM)	(7)	3.00	3.14	3.71
	Risk Assessment (ID.RA)	(10)	3.00	2.80	3.30
	Improvement (ID.IM)	(4)	3.00	4.00	3.00
	Identity Management, Authentication, and Access Control (PR.AA)	(6)	3.00	2.83	3.50
Protective Technology	Awareness and Training (PR.AT)	(2)	3.00	3.50	3.50
	Data Security (PR.DS)	(4)	3.00	2.00	3.00
	Hardware Security (PR.HS)	(6)	3.00	3.17	2.50
	Technology Infrastructure Resilience (PR.IR)	(6)	3.00	3.50	3.50
	Continuous Monitoring (DE.CM)	(5)	3.00	2.40	3.00
Incident Response	Adverse Event Analysis (DE.AE)	(6)	3.00	3.50	3.00
	Incident Management (RS.MA)	(5)	3.00	3.00	3.00
	Incident Analysis (RS.AN)	(4)	3.00	2.00	3.00
	Incident Response Reporting and Communication (RS.CO)	(2)	3.00	2.50	3.00
	Incident Mitigation (RS.MI)	(2)	3.00	4.50	3.50
Recovery	Incident Recovery Plan Execution (RC.RP)	(6)	3.00	2.50	3.50
	Incident Recovery Communication (RC.CO)	(2)	3.00	4.50	3.50

Approach and Methodology

Task 1: Establish Maturity Rating Standard

ePlus will use the rating system in Table 1 below for validating an organization’s maturity against each applicable security requirement associated with the NIST CSF security requirements. This rating system used by ePlus, derived from the Capability Maturity Model Integration (CMMI), will be used to quantify, and score Somerville’s security maturity level. An improvement over a binary “compliant / non-compliant” grading system, these metrics will provide Somerville with a more granular understanding of organization’s capabilities, allowing attention to be focused on issues that place that organization at risk. Additionally, having a quantified baseline will allow Somerville to set improvement goals for individual facets and/or for the entire security program efforts, and then measure progress towards those goals.

	0 Non-Existent	1 Initial Ad-HOC	2 Repeatable but Intuitive	3 Defined Process	4 Managed and Measurable	5 Optimized
Characteristics	There are no policies, procedures, processes, mechanisms, and/or personnel that conform to the requirement.	There is an understanding that policies, procedures, processes, mechanisms, and/or personnel need to be in place but little or none of these exist. Policies, procedures, processes, mechanisms, and/or personnel are not regularly evaluated.	Policies, procedures, processes, mechanisms, and/or personnel are in place; however, they are not formally documented, not empowered, and/or not always followed.	Policies, procedures, processes, mechanisms, and/or personnel exist and are documented and/or are followed. The organization periodically reviews them but the process to do so is not formalized.	Policies, procedures, processes, mechanisms, and/or personnel exist and are communicated to the user community. Reviews of these Policies, procedures, processes, mechanisms, and/or personnel take place and are documented but are not consistently reevaluated for improvements.	In addition to meeting all of category 4, category 5, the policies, procedures, processes, mechanisms, and/or personnel are regularly re-evaluated and improved.
Implications	The organization has no means of providing this capability.	The level of effort needed to make improvements is significant.	The level of effort needed to make improvements is moderate.	The level of effort needed to make improvements ranges from moderate to minor.	The level of effort needed to make improvements is minor.	The organization can make timely and highly accurate decisions concerning their handling of this requirement.

Figure 1 - Maturity Rating Matrix

Task 2: Data Collection and Validation

ePlus will facilitate the process of collecting relevant information associated with NIST CSF which comprises 6 domain areas and a total of 110 individual requirements. ePlus security consultants and/or engineers will facilitate the process of gathering the information associated with each security requirements in the NIST CSF framework using interviews with appropriate Somerville personnel and where necessary help identify appropriate supporting evidence.

Task 3: Data Analysis

Once all data is collected and supporting evidence has been identified (policies, procedure, or mechanism) and correlated, ePlus will begin the process of reviewing the information provided to ensure that each security requirement has been properly assessed and can be included in maturity measurement outputs. As each requirement is examined, a maturity rating will be applied using the model described in Task 1.

ePlus will be able to illustrate overall compliance level of the in-scope location with the NIST CSF. Figure 2 illustrates this capability.

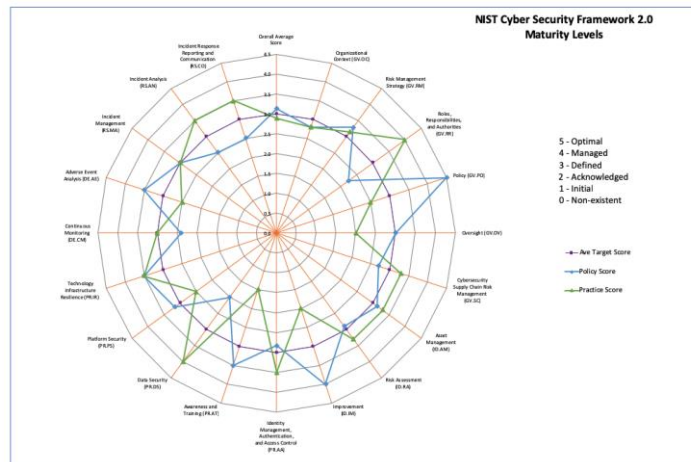


Figure 2 - Customizable Compliance Center Display

Task 4: Report Generation

At the conclusion of the Data Analysis task, ePlus will present Somerville with a comprehensive view of overall compliance with the NIST CSF Security Framework that will empower senior management with the information to make informed decision regarding security related activities.

ePlus understands that Somerville will never target a maturity level that is on par with other types of industries such as the intelligence communities and national security but will focus on the capability maturity “Sweet Spot” which reduces operational risk to an acceptable level while optimizing value. Figure 3 illustrates the dynamics between the various maturity levels and their effect on cost and risks.

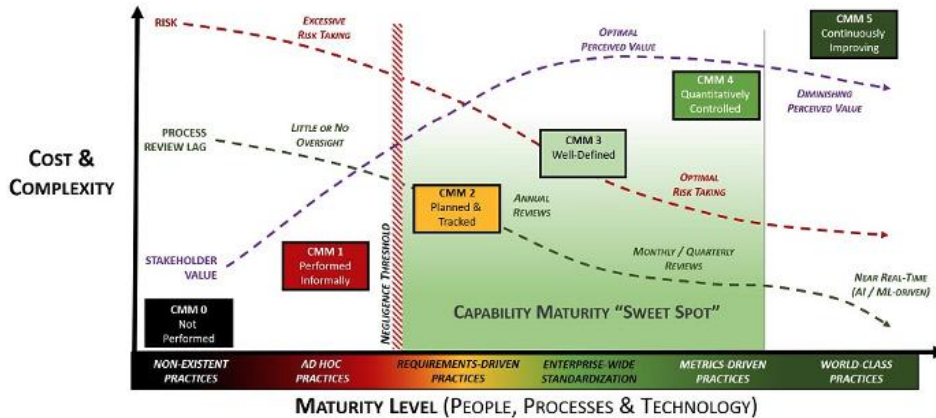


Figure 3 - Maturity Level vs Cost and Complexity

Engagement Conclusion

At the conclusion to the maturity review engagement, Sumerville will have the ability to clearly communicate its overall security posture and initiate projects that will be designed to address areas that are at unacceptable levels of risk.

The deliverables associated with this effort are listed in Table 1.

Deliverables	Description
NIST CST Assessment Results	At the conclusion of the engagement, ePlus will provide a comprehensive report that describes Sumerville’s maturity rating for all the associated security requirements within the NIST CSF 2.0 framework.
Criminal Justice Information Services (CJIS) Security Policy	ePlus will include a cross mapping of the NIST CSF assessment results to the CJIS requirements and will identify any gaps that are unique to that mandate.
Project Recommendations	ePlus will provide a suggested list of prioritize projects for addressing and identified compliance gaps for remediation.
Engagement Out Brief	At the conclusion of the security assessment effort, ePlus will present a summary of the work performed for senior management review.

Project Management

ePlus understands that the delivery of business outcomes is realized through the success of projects. Success is achieved through setting proper expectations, clear communications, and the reduction of risk through effective management of people, process, and tools. Knowing this, ePlus has included Project Management in all its service engagements.

Place of Performance

All services will be performed remotely.



Assumptions

General Project Assumptions

- Calls and meetings will be scheduled at a mutually agreeable time between the Sumerville and ePlus resource. The calls and meetings will be scheduled through ePlus PM.
- No training is included in this project unless otherwise specified in this SOW.
- Services schedule reflects work effort based on non-contiguous Business Days and does not include a full-time ePlus Engineer for staff augmentation during the project.
- A mutually agreed upon tabletop exercise will be defined, ePlus reserves the right to provide a change order for additional work effort required for the defined tabletop exercise

Customer Responsibilities

General Project Responsibilities

- Customer is responsible for providing all requested information and related documentation around Somerville's information security program.

3. STAFFING & IT ORG

Executive Summary

The customer has engaged ePlus to conduct a City of Somerville Staffing IT Assessment. The Assessment shall include City, Public Safety, Public Schools, and Library IT Staff and end-users.

1. On-Site discovery and interviews: some via remote/Webex) will be conducted with key IT staff.
2. Conduct an online survey (like a Google Forms survey) of up to 25 end-users from the City, Public Safety, School and Library. (Somerville will provide the emails of 25 end-users to survey).
3. Perform some on-site (up to 2 visits) and remote interviews of end-users from various departments: 6 City end-users, 3 Public Safety end-users, 10 school end-users, and up to 6 management level users from various areas. (Somerville will provide the emails and names of those to be interviewed).
4. A physical walk-through of all schools, the library, city buildings, and public safety buildings will take place.
5. Workflow and organizational information shall be documented.
6. A report on how IT is structured for support across the all departments mentioned herein shall be provided along with guidelines and recommendations for a Technology Plan/roadmap.

Detailed Description of Services

Project Initiation

ePlus will conduct an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products
- Confirm prerequisites have been met before engagement start
- Review the current IT Org Charts (provided by customer)

Staffing & IT Org Assessment

- On-Site discovery and interviews shall be conducted with key IT staff.
 - City of Somerville: 13 staff members
 - Public Safety: 2 staff members
 - School: 10 staff members
- Above-mentioned survey, Somerville staff will be consulted on survey questions and will provide email list of those to be surveyed.
- A physical walk-through of the key data centers (server rooms, MDFs) in all school, library, city and public safety buildings.

- Review the Advanced Network and Security Assessments to add weight to findings as it relates to IT Staffing.

Project Management

ePlus understands that the delivery of business outcomes is realized through the success of projects. Success is achieved through setting proper expectations, clear communications, and the reduction of risk through effective management of people, processes, and tools. Knowing this, ePlus has included Project Management in all its service engagements. For this SOW, ePlus will be providing:

- **Standard Project Management** is utilized when the management requirements for a project are typical of a mid-sized project. The project manager expects to work on tasks that may include meeting planning, resource scheduling, equipment confirmation, issue tracking, project closeout, and satisfaction surveys.

Place of Performance

- All work will be performed remotely and on-site, including all locations.

Deliverables

- An Executive Summary will include workflow and organizational findings with a detailed report on how the IT is structured for support across the whole city, including schools and Public Safety.
- Best practices, guidelines and recommendations for IT Staffing and Organizational Structure shall be documented based on the findings of the assessment.

Assumptions

General Project Assumptions

- Calls and meetings will be scheduled at a mutually agreeable time between the Customer and ePlus resource. The calls and meetings will be scheduled through ePlus PM.
- No training is included in this project unless otherwise specified in this SOW.
- The services schedule reflects work effort based on non-contiguous Business Days and does not include a full-time ePlus Engineer for staff augmentation during the project.
- Maximum 20 days onsite.

Customer Responsibilities

General Project Responsibilities

- Provide a current organizational chart and job descriptions with salary information for all IT staff throughout the City, Library, Schools and Public Safety.



BUDGET PRICING BREAKDOWN

Assessment	Cost
Advanced Network Assessment	\$30,120.00
NIST CSF Maturity Assessment	\$66,294.00
Staffing & IT Org	\$40,874.00
Total	\$137,288.00 budgetary fixed fee

Advanced Authorizations and Staff Certifications

Strategic alliances with the industry’s leading manufacturers keep ePlus engineers and sales professionals at the forefront of technology, enabling them to deliver industry-leading solutions to our clients. With an extensive roster of staff certifications, we also hold the following partnership designations:

Cisco

Cisco Gold Certified Partner
Cisco Master Specializations:

- + Networking
- + Cloud Builder
- + Security
- + Collaboration
- + Managed Services

Cisco Learning Partner
Cisco Lifecycle Advisor Program
AppDynamics Titan Partner
Cisco Powered:

- + Managed Business Communications
- + Managed Security Services

Cisco Advanced Specializations:

- + Data Center Architecture
- + Collaboration Architecture
- + Enterprise Networks Architecture
- + IoT – Connected Safety and Security
- + Security Architecture
- + Unified Computing Technology

Cisco Authorized Technology Provider:

- + Application Centric Infrastructure
- + TelePresence Video Master
- + Energy Management Suite Integrator
- + Telehealth Reseller
- + Unified Contact Center Enterprise



Hewlett Packard Enterprise

HPE Platinum Partner



HP

HP Partner First Platinum Partner



NetApp

NetApp Star Partner
NetApp Authorized Professional Services Partner
NetApp Solution Specializations

- + Data Center – FlexPod
- + FlexPod Premium Partner
- + Server Virtualization – VMware Professional Services Certifications
- + Storage Infrastructure
- + Data Center Support Services Certified



VMware

VMware Premier Solution Provider
VMware Authorized Consulting Partner

- + Infrastructure Virtualization Competency
- + Business Continuity / Disaster Recovery Competency
- + Desktop Virtualization (VIEW) Competency



Dell-EMC

Partner Titanium





Additional Key Vendors





The ePlus Difference


We bring a keen focus, in-depth knowledge, and an unwavering commitment to the customer experience to every engagement, enabling organizations to navigate challenging situations and achieve results, faster. Positioned squarely at the forefront of today’s most transformative technologies, **ePlus helps organizations imagine, implement, and achieve more from technology.**


 **CLOUD** - Create customized roadmaps, then design, implement, service, and support organizations on their journey to adopt private, hybrid, and public cloud services. ePlus helps customers address today’s multi-cloud requirements surrounding security, compliance, cost optimization, visibility, and connectivity by helping them build and manage a cloud-enabled enterprise foundation.


 **SECURITY** - Deliver custom cybersecurity programs built upon strong culture and integrated technology, aimed at defining and mitigating business risk, identifying business challenges and creating safer environments to achieve positive business outcomes.

 **DATA CENTER** – Design and support all data center needs, including compute, virtualization, hyper converged, storage, and back up and disaster recovery solutions.

 **NETWORKING** - Fully support automation and modernization of the network by optimizing access, connectivity, and security across on-premise, cloud, and hybrid environments, including multi-cloud/SDN, mobility/wireless, SD-WAN, and service provider networking.

 **COLLABORATION** – Foster effective communication—within internal teams and with customers—through voice and video calling, real-time messaging and meetings, video conferencing, and contact center solutions deployed on-premise or in the cloud.

 **SERVICES** - Apply a lifecycle approach to consult, design, architect, and implement solutions as well as monitor and manage IT environments—to attain the greatest return on technology investments and fuel innovation.

 **FINANCING AND CONSUMPTION MODELS** - Enable technology acquisitions with cost predictability and contract flexibility. Accelerate transformations by aligning costs with demand using custom consumption programs.

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PROPOSAL VALIDITY PERIOD

This proposal is valid for sixty (60) days from the date of submission.