

ICS

Innovate, Integrate, Elevate:
Your IT Solutions Partner

Infinavate Consultancy Services, LLC d\|b\|a\| ICS

Capability Statement

Provided by Infinavate Consultancy Services, LLC

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**ASSOCIATE
PARTNER ²⁰/₂₃**

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Are you looking for a reliable Technology Services Partner to help your business stay ahead of the curve in the digital world? Infinavate is here to steer your company toward success with our top-notch IT modernization services. Our team of experts has over forty years of experience in the most critical areas of IT, including cybersecurity, networking, analytics, collaboration, and mobility. Our approach is all about you, not just the technology. We work closely with our clients to understand their unique needs and challenges and tailor our solutions to drive their business forward. Let us help you unleash the full potential of your business with our comprehensive and cutting-edge services.

Have you heard of Infinavate Consultancy Services (ICS)? We're not your average tech company. At ICS, we don't just blend talent, partnerships, and products; we carefully handpick each one to ensure they stay ahead of technological trends and create real success for businesses and government entities. Our turn-key solutions are proof of their unwavering dedication to excellence. It's no wonder we're becoming a leading name in the industry.

Our team, comprising Field Technicians, Software Developers, and Account Managers, is skilled and distinguished by a history of outstanding performance. This commitment to excellence permeates our business model, centered on cultivating robust and enduring relationships with our clients. We pride ourselves on being a customer-centric, specialized integrator deeply rooted in an engineering-first ethos.

Infinavate's unique blend of global reach, comprehensive IT offerings, and proven track record positions us as the premier choice for all your business IT needs. Trust us to be more than a service provider; we are partners in your success.

Document Objective

This document describes project capabilities.

Business Description

Infinavate Consultancy Services is a private/public sector-focused consulting firm, Technology Services Provider, and Value-Added reseller (VAR) of leading information technology (IT) security solutions manufacturers. Our company partners with IT security technology manufacturers like Cisco, Meraki, and Microsoft. We have deployed 2500 subcontracted 1099 Field Technicians to provide our customers with solutions that best fit their data center infrastructure and cyber security needs. Over the past three years, we have installed over 2,000,000 feet of networking cabling, deployed over 500 devices, and provided over 16,000 hours of support.



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Scope of Services

- Provide onsite support services at supported locations to perform IT SMART hands support for incident resolution and IMAC support.
- 24x7x365 Support Desk Services
- Remote monitoring services are available.
- Eyes and hands support for IT infrastructure troubleshooting under the direction of The Client's Level 3 engineers working remotely, known as "Smart Hands."
- Low and High-voltage cabling projects
- IT Rack/Stack services of IT infrastructure equipment
- IMAC service for IT infrastructure equipment
- Installs/uninstalls network hardware equipment (switches & routers)
- Wireless Access Point installs and configs
- Installation of Security Cameras
- Installation/Removal of Uninterrupted power supply
- Asset inventory
- Asset disposal
- UPS – Installs, uninstalls, maintenance replacement.
- Installs/uninstalls security cameras and access controls.
- Other technical support activities: Examples include:
 - Troubleshoot & repair alarm phone.
 - Diagnose and troubleshoot fiber, broadband, and LTE network connections.
 - Repair faulty fire alarm line.
 - Test and replace patch cables.
 - Troubleshoot and configure WAP.
 - Install new CAT6 network drop.
- Cybersecurity Assessments: NIST Standards, Government & State Compliance.
- Custom Software Development, specifically Microsoft Azure, Dynamics, SAP, Salesforce, and Oracle

Skill Levels

Depending on the nature of the request, either a Level 2 tech (desktop technician skill level for providing Smart Hands support) or a Level 3 tech (network engineer, server admin., etc.) may be required.

Supported Locations

ICS provides Field Engineers, Software Developers, and Project Managers Nationwide



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Work Hours

- Regular work hours: Mon to Fri – 7 am to 5 pm
- After Hours: Mon to Fri – 5:01 pm to 6:59 am
- Weekends – Sat/Sun
- Holidays as determined by the U.S. Federal Government
 - New Year’s Day
 - Independence Day
 - Thanksgiving Day
 - Christmas Day
 - George Washington’s Birthday
 - Memorial Day
 - Veterans Day
 - Columbus Day
 - Martin Luther King Jr.’s Birthday
 - Juneteenth
 - Labor Day

Service Levels and Expectations

- Some activities will be scheduled in advance and defined as dispatched at least 48 hours after Infinavate receives the dispatch notice.
- Dispatch activities may require varying levels of service.
 - Next Business Day
 - Same Business Day 2 Hour – 4 Hour Same Day dispatch
 - After-hours dispatch is defined as after 5:01 pm – 6:59 am dispatch.
 - Weekend
 - Holiday

Fee Structure (See 2024 Rate Card)

Infinavate provides the following:

- Price per Event –
 - Minimum call-out (1 hour for Standard onsite) with travel included.
 - Minimum call-out (2 hours for Same Day | Holidays | Weekends onsite) with travel included.
 - The pricing structure includes an uplift for after-hours, weekends, and holidays.
 - See the attached spreadsheet for definitions of the service levels.
 - Travel fees are baked into the hourly rate.
 - State rates for each skill level – See additional Spreadsheet.

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- See the attached document stating the T&M hourly rate for time onsite after the initial price per event minimum call-out.
- Service Management or Project Management fees are included in the hourly rate.
- Additional onsite fees include parts, equipment, or changes in the Scope of Work.
- Rates vary by location served based on demographic and economic conditions of field technical standard rates as determined by the market.
- Hourly rates are broken out by Standard, After Hour, Next Business Day, Same Day, Weekend, and Holiday rates.

Personnel Screening

All technician resources are background checked and drug-screened by the vendor, Infinavate, at the vendor's expense before deployment. Pandemic restrictions may apply for proof of vaccinations, wearing masks in customer-supported locations, etc.

Assumptions

- Time spent onsite beyond the minimum call-out period will be billed in 30-minute increments.
- Clients will provide a detailed scope of work required so the field technician assignment is at its best. Missing information may cause the onsite visit to be changed, rescheduled, or take longer to complete.
- The client will provide qualified Level 3 engineer(s) and call bridge information for All SMART-Hand dispatches,

State any additional vendor assumptions.

- Additional costs apply for purchasing Routers, Switches, Access Points, Patch Panels, RJ45 Connectors, Labels, Faceplates, Biscuit Jacks, etc.
- The client will have a support desk available to confirm our field technicians' work (Verification of Service)

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General Pricing

- Please note that the pricing in some demographic regions may differ on the availability of qualified Level 2 & Level 3 Field Technicians. Rates reflect calendar year 2024. Call for current rate schedule.

SLA Definitions

Same-Day Service Operations

To ensure prompt same-day service, contact us via email and call our dispatch center. Our team is available 365 days a year and strives to have a technician on-site within 2-4 hours. We will provide the field technician's name and email to add them to the call bridge for SMART Hands operations. We'll keep you informed of any unexpected developments. However, remember that response times may be affected in certain circumstances. A work order must specify a Same-Day Request.

After-Hours

We offer dispatch services outside our regular business hours, from 7:00 AM to 5:00 PM, Monday to Friday, according to the specific time zone of the requested center. If you require work to be done between 5:01 pm and 6:59 am on weekdays, it will be considered "after normal business hours." These services are typically used for work orders and tasks that may disrupt normal business operations, such as cable drops, network installation, decommissioning, and equipment testing. This service is unavailable on weekends or federally designated public holidays. A work order must specify an After-Hours Request.



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Next-Day Service Operations

Our Next-Day Service Operations team schedules and dispatches field technicians to the requested location. To qualify for this service, kindly submit your service requests to us by 3:00 PM (CST) on regular business days (Monday through Friday, except on Federal holidays). Please note that the 'next business day' means the following day after the service request, excluding weekends and public holidays. Any requests received after 3 pm central will be processed on the next business day. A work order must specify the Next Day Request.

Standard Business Operations

To schedule work orders during our standard business hours, please make a request and provide direction to our team. Our regular business hours are 7:00 AM to 5:00 PM, Monday through Friday, based on each location's time zone. During these hours, our field technicians work in non-impact areas of your business. We coordinate standard dispatches with the work order initiator and confirm the best available date with location management. Work orders are generally scheduled 3-5 business days from receipt. A work order must specify Standard Business Hour Request.

Infinavate - Field Technicians Required Field Equipment

We require our Networking field technician to carry a variety of standard tools to troubleshoot, install, maintain, and repair networking equipment. Here are some of the standard tools and equipment a networking field technician most likely will always carry in their vehicle:

- Laptop/Notebook Computer: This is one of the essential tools for a network technician. It can configure network devices, run diagnostic tests, and perform other tasks. They must also have a laptop for SMART-Hand conference calls with the support teams and MUST have TeamViewer and Putty preloaded.
- Network Tester: This tool helps identify whether a network cable is functioning correctly or has faults. It can test various cable types, such as CAT5 and CAT6.
- Crimping Tools: These are used to attach connector ends to network cables.
- Cable Strippers: This tool strips the protective insulation off the network cables to prepare them for connectors.

Infinavate - Field Technicians Required Field Equipment (Continued)

- Punch-Down Tools: These tools insert and secure wires into a punch-down block, patch panel, keystone jack, or surface mount box.
- Cable Toner and Probe Kits: These are used to trace cables and identify cable pairs.
- Multimeter: This instrument tests electrical values such as voltage, current, and resistance.
- Screwdrivers and Wrench Set: Basic tools for opening equipment cases or other small repair tasks.
- Label Maker: Used to label cables, panels, and other equipment to identify them later quickly.

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- Flashlight: Useful for seeing in dark areas or inside equipment.
- Phone with a camera: Field Technicians MUST upload pictures of their work on each work order.
- Patch Cables: Various patch cables (Ethernet, Fiber, etc.) for testing and temporary connections. Typically, THE CLIENT'S prefers Gray in color (Tech must have various sizes from 1ft-15ft with them)
- Antistatic Wrist Strap: This helps to prevent electrostatic discharge that could damage sensitive electronic components.
- Personal Protective Equipment (PPE): Depending on the work environment, this can include gloves, safety glasses, and hard hats.

Additional Parts and Materials: Infinavate adds all materials, such as cabling, terminators, patch panels, RJ45 connectors, and other materials, to the work order. We do not bill for materials separately; however, we can itemize if requested.

** Infinavate will ensure the field technician brings a ladder if we know that cabling must be installed, and the client will advise us on the height of the ceilings.

** The Client | Center must advise on how much CAT6 Cabling will be needed for Installations.





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WE DO BUSINESS THE OLD-FASHIONED WAY

WE ANSWER THE PHONES

WE PROVIDE SOLUTIONS

WE DELIVER QUALITY RESULTS

Infinavate Dispatch Zones 2024

US MARKET DISTRIBUTION										
State	Market		State	Market		State	Market		State	Market
Mississippi	A		South Carolina	B		Colorado	C		Maine	D
Arkansas	A		Arizona	B		Montana	C		Rhode Island	D
Oklahoma	A		Wisconsin	B		Delaware	C		New Jersey	D
Missouri	A		Florida	B		Nevada	C		Connecticut	D
Tennessee	A		Utah	B		New Hampshire	C		Maryland	D
Kansas	A		Michigan	B		Washington	C		Alaska	D
Georgia	A		West Virginia	B		Minnesota	C		Massachusetts	D
Alabama	A		Virginia	B		Wyoming	C		Oregon	D
Indiana	A		Pennsylvania	B		North Dakota	C		New York	D
Ohio	A		North Carolina	B		South Dakota	C		California	D
Nebraska	A		Iowa	B		New Mexico	C		Hawaii	D
Kentucky	A								District of Columbia	D
Texas	A								Vermont	D
Idaho	A									
Louisiana	A									
Illinois	A									

- Dispatch zones are based on the availability of qualified field technicians in the specified State.

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Cybersecurity Services

Infinavate's **Messaging security** products allow organizations to protect all aspects of their email from spam, viruses, malware, and sensitive or proprietary information leaks.

Web Security: Web-surfing personal computers (PCs) are susceptible to infections and targeted web attacks. Infinavate offers solutions that filter unwanted software and malware from user-initiated web traffic while enforcing corporate and regulatory policy compliance.

Application Security: Encompasses measures taken throughout an application's life cycle to prevent exceptions in security policies of either the application itself or of the underlying system via issues with design, development, deployment, upgrades, or maintenance.

Cybersecurity Services (Continued)

Network Security: To achieve a robust security network, organizations must establish several levels of security around the network while still maintaining flexibility to avoid breaches of digital assets, confidential information, and customer information and address potential threats at the application level; network security products assist customers in building defenses against viruses, phishing attacks, and security breaches.

Mobile Security: Threats when using laptops, tablets, or smartphones are detrimental to the operation of the device and often modify user data. Infinavate offers products that support the mobility of customers' devices without the potential for user data to be at risk.

Storage & Archiving: As email, home directories, databases, and other content stores grow, so do the requirements for file storage and file management structure. Infinavate provides archival solutions to assist customers in implementing storage solutions, including data protection and retention.

Custom Software Development

Azure Cloud Migration Services provides a reliable and flexible platform for businesses to run their applications and services. With a wide range of services, companies can choose the ones that best suit their needs. The Azure Cloud also offers advanced security features, including threat detection and identity management, to ensure the safety of business data. We monitor your business's performance and provide valuable insights using our data, analytics, and AI services.

Our Microsoft Power BI platform has a user-friendly interface that integrates seamlessly with your current business environment. You can create customized dashboards to monitor all your business's operations and resources.

The Infinavate Data and AI Practice helps customers leverage their existing data through advanced technology and methodologies, including Data Engineering, Power BI Dashboarding, and Platform Modernization.

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