

EPIC: Enterprise Program Integration Cell

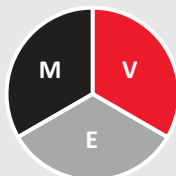


Integrated, Advanced Service Delivery

CACI's Enterprise Program Integration Cell (EPIC)SM is a unique partnership approach to service delivery and execution that advances support to end users. Our experts developed EPIC to apply an enterprise approach to innovation integration for operations and maintenance. We provide our customers with fully integrated expertise focused on jointly identifying and solving end user challenge areas – both today and in the future. EPIC brings contractors and technology vendors together across our customers' enterprise for a continuous end-to-end technology exchange and partnership to streamline the integration of services, maximize operational efficiencies, and increase system availability.

The EPIC difference is the advanced performance of operations through integration to enhance mission effectiveness. Under CACI's leadership, EPIC jointly addresses current operational issues and potential future impacts via a program of collaboration within the enterprise to ensure minimal impact to end users and mission effectiveness. EPIC also focuses on identifying lessons learned within the larger ecosystem to proactively identify and apply proven innovative solutions that deliver higher performance faster across the enterprise. **EPIC is the key to proven innovations for service delivery that enables efficient operations and enhanced mission effectiveness across the ecosystems.**

EPIC is a proactive approach to build synergy, share knowledge, and drive efficiency to incorporate proven solutions and innovation into service delivery.



- Monthly meeting with the core team
- Vendors' future initiatives & how they get applied
- Environment: what's going on at the enterprise level



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Features

- Contractor and technology vendor exchange across customer enterprises within the larger ecosystem
- Joint capabilities leveraged to proactively address performance issues and identify proven solutions
- Collaboration on advancements, capabilities, and lessons learned from adjacent programs and domains
- Improved synergy, knowledge sharing, and expertise
- Transparency in operational delivery for both near-term and long-term objectives
- Innovation Engine to generate solutions improving capability for the future

Benefits

- Enhanced service delivery and responsiveness for enterprise-wide and multi-agency initiatives
- Solutions that reduce operating costs through seamless interoperability and visibility into the entire enterprise
- Improved availability, responsiveness, compliance, and end user satisfaction
- Reduced external dependencies impacting operational performance
- Enhanced performance integration across contracts within the customer's enterprise
- Increased reliability of available technologies in support of the mission
- Greater efficiency and reduced risk to operations through enterprise-wide collaboration

Agency Directives ■ Strategy & Policy
Technology Roadmaps ■ Current Environment



- | | | |
|------------------------------|-----------------------------------|---|
| ▪ Enterprise Planning | ▪ Enterprise Collaboration | ▪ Enterprise Continual Service Improvement (CSI) |
| – Contractor service | – Apply proven | – CSI Innovation Engine |
| – Provider communication | innovative solutions | – CSI dedicated leads |
| – Facilitated ecosystem | – Coordinate operations | – Consolidated lessons |
| communication | – Coordinate operational | learned across the |
| – Dedicated project | response | ecosystem |
| planning and liaison | | |

EPIC Advancements for Improved Performance

- At USSOCOM, developed and implemented a proactive cross-technology integration and training program to support rapid mission surges. The program certified the global workforce readiness to support IT service management (ITSM) continuity across all network and mission technologies within the enterprise. EPIC delivered a cross-network patching remediation solution **20 percent faster**.
- For an Intelligence Community customer, established an Enclave Storefront that standardized offerings on an ITSM ticketing solution, streamlining the service request, approval, security, and provisioning process to a “point and click” request for end users to improve end user satisfaction. This significantly **decreased** implementation **deployment times by 50 percent**.
- At USEUCOM, engaged EPIC vendor partners to conduct an onsite assessment of current virtual desktop infrastructure (VDI) and storage that resulted in identifying capacity and routing issues within the VDI. The team was able to develop an improvement path in conjunction with the vendor to include training, increasing capacity, and minimizing outside network traffic, which enhanced the overall stabilization of the system. This vendor engagement **improved** overall system performance and stabilization by **nearly 70 percent**. The demand was **reduced** from a 120 percent high to a **less than 60 percent** demand average after the capacity increase.

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CACI's approximately 22,000 talented employees are vigilant in providing the unique expertise and distinctive technology that address our customers' greatest enterprise and mission challenges. Our culture of good character, innovation, and excellence drives our success and earns us recognition as a *Fortune* World's Most Admired Company. As a member of the *Fortune* 500 Largest Companies, the Russell 1000 Index, and the S&P MidCap 400 Index, we consistently deliver strong shareholder value. Visit us at www.caci.com.

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