

End User Support Solutions



Agile Service Delivery with Operational Transparency

CACI provides integrated service delivery and enhanced IT solutions that improve the end user experience, including design, strategy, operations, and continuous service improvement. Our agile approach to design and delivery puts users at the heart of all our solutions. We integrate our expertise and mission awareness understanding into IT, driving innovative transformation of end user services for the Department of Defense (DoD), Intelligence Community (IC), and federal civilian agencies. We deliver responsive Agile operations to enhance efficiency and transparency of service delivery across the enterprise. CACI leverages technology to enable user productivity in any environment – unlocking business value for operations across the globe. Our artificial intelligence (AI) and machine learning (ML) solutions automate service delivery and drive predictive IT support, enabling proactive or automated action that avoids disruptive end user impact. Integrated operations dashboards drive transparency across the IT ecosystem, delivering predictive areas of focus and enabling operational status visibility from the enterprise level to the analyst. CACI is your proactive, transparent, and adaptable mission partner in rapidly changing environments, and flexible in delivery models for the expertise we provide. **We drive enterprise service delivery transformation to end users.**

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For more information about our expertise and technology, visit:

www.caci.com

A *Fortune* World's Most Admired Company

EXPERTISE AND TECHNOLOGY FOR NATIONAL SECURITY

CACI
EVER VIGILANT

Features

- Service design
 - Multisourcing service integration (MSI)
 - ServiceNow solutions
 - Service catalog
 - AI-powered IT service management
 - Service automation
 - ML-driven predictive IT support
 - Portfolio management (CACI Navigator)
- Service operations
 - Agile service management for the enterprise
 - Operations centers (help desk, service desk, integrated service centers)
 - Self service (Tier 0)
 - IT asset management and deployment
 - As-a-service solutions for desktop, virtual desktop infrastructure, and video teleconferencing
 - Common access card kiosk

Benefits

- Delivery of integrated, advanced, and predictive analytics visualized through operations dashboards
- Robotic process automation (RPA) and AI solutions drive service delivery
- Expertise and strategic partnerships with ServiceNow, Microsoft, AWS, Dell, HP, Citrix, VMWare, and other leading technology providers enable comprehensive support

Enterprise End User Support



- As a multisourcing service integrator for an IC customer, we delivered horizontal integration of managed services into an end-to-end (E2E) service capability and enabled a common strategic operational layer to drive effective and efficient technology service delivery that supports 30,000 users across 16 service providers
- We achieved an 89 percent reduction in incident tickets after implementation of a Tier 1 alert solution with all service providers

We provide mission critical enterprise end user support and IT services to combatant commands such as U.S. Africa Command (AFRICOM) and U.S. European Command (EUCOM), as well as NATO's Supreme Headquarters Allied Powers Europe (SHAPE), where we support real-world contingencies and global national security initiatives from fixed bases to austere locations.



We have consistently met or exceeded all service level agreements for a Department of Homeland Security (DHS) customer for nearly a decade, improving performance metrics by more than 75 percent in nearly all areas

Innovation to Improve the End-User Experience

CACI accelerates IT service transformation to as-a-service models in partnership with our customers. We bring the latest technology solutions to bear, enabling exponentially more user productivity in physical, virtual, or mobile environments. Whether we're implementing self-service, bring your own device (BYOD), or commercial solutions for classified (CSfC), we empower end users to improve their experience and enhance their efficiency. We deliver efficiencies by leveraging AI and predictive analytics to identify and resolve issue areas before they impact end users. We drive efficient use of IT to improve operations, including the use of self-healing technologies. We draw on CACI's strategic partnerships with leading technology providers to recommend, test, integrate, and deploy the latest technologies to transform operational efficiency. We integrate innovation with mission understanding into service delivery – bringing exceptional end user experience to our customers.

This material consists of CACI International Inc general capabilities information that does not contain controlled technical data as defined within the International Traffic in Arms (ITAR) Part 120.10 or Export Administration Regulations (EAR) Part 734.7-10. (1/13/2021)



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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* 1000 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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