Drive technology modernization.

Improve citizen service.
State, local and educational organizations have to contend with increasingly complex challenges while faced with austere budgets and limited resources. Iron Bow Technologies partners with our state, local and education clients to implement innovative solutions and streamline technology adoption, use and management.

Iron Bow is dedicated to successfully transforming technology investments into business capabilities for government, commercial and healthcare clients. We have market and domain expertise supporting state, local and educational organizations and apply our collective expertise to deliver solutions that are strong, flexible and on target with your mission. Our strategic partnerships with industry leaders as well as disruptive technology partners provide the right mix of technology options. Through an unbiased consultative approach, Iron Bow assists you in assessing potential solutions, designing optimal future end-states, acquiring new technologies and managing them moving forward.
**CONTRACT VEHICLE**

Cyber Security Solutions and Associated Products and Services

**Contract Number:** R200802

**Expiration Date:** September 30, 2023. Options to renew for two (2) additional one-year periods through September 30, 2025.

**OMNIA Partners, Public Sector**

**CLOUD**

Whether it is public, private or hybrid – cloud is transforming IT. Cloud solutions significantly reduce upfront costs, increase productivity and can remove the burden of IT management. All of this happens while allowing your organization to keep up with the latest in technology innovation. Iron Bow can help you determine the service delivery model that suits your organization best and helps legacy technologies move into or work with multi-cloud architecture.

*Enabling Cloud*

IronTarget™, Iron Bow’s reference architecture solution, powers a hybrid approach to cloud, offering a quick and easy route to public cloud infrastructures via an on-prem, private cloud. While the solution opens up access to multiple cloud platforms it provides a single point of management for public and private clouds. IronTarget enables the migration of legacy workloads to more efficient platforms meeting today’s users’ needs.
Collaboration
Remote work, dispersed teams and 24/7 connectivity are the new norm in the workplace and the classroom. Users now expect a consumer-like experience when using business applications. Iron Bow collaboration experts partner with you to leverage existing investments in hardware, IT infrastructure and software to meet these demands. Our robust collaboration solutions include audio and video conferencing, collaboration applications, and in-room AV systems, all which are designed to be quickly adopted by end users while lightening the burden on IT.

Distance Learning
When education providers need to conduct virtual classes and expand distance learning capabilities, Iron Bow is here to keep your classrooms connected. In addition to our collaboration offerings, we provide specific distance learning support with:
- Basic WebEx training for instructors and students
- Technical troubleshooting during implementation
Teleconferencing and Audio Visual
Collaboration technologies are now allowing us to tap into the visual aspect of communication across dispersed teams. From streaming video, to fully integrated room systems, to telepresence, to Video on Demand and beyond, technology innovations enable us to work more efficiently and effectively. Iron Bow can assist you in assessing your current and future needs and design solutions that best utilize existing collaboration and AV investments while leveraging new technologies to help optimize users’ in-office experience with remote teams.

Meeting the Collaboration Needs of a Modern Workforce
A state medical system needed to update the technology used in their board room and conference rooms throughout their facilities for a more reliable and fully-featured collaboration experience. In the board room that seats 30, Iron Bow designed a system that included a video wall with supplemental screens to ensure everyone would be able to see presented material. The solution also included a digital whiteboard for real-time editing and annotation of documents. The technology selected can be remotely managed for routine maintenance and real-time troubleshooting. The success of this solution drove the development for corporate standards around AV and collaboration technologies leading to a more consistent experience across the entire organization.
CYBER SECURITY

While mobile, cloud and virtualization technologies have led to enhanced business productivity they’ve also led to new attack vectors that provide lucrative targets for malicious actors. It is no longer a question of if, but when your network will be breached. Our comprehensive approach to cyber security looks at your entire infrastructure and takes into account how your users access data, applications and network resources. Our security experts provide support throughout the process of selecting and implementing security solutions. Iron Bow’s tenured and certified staff can assist you with all of your needs around network vulnerability and defense, policy enforcement, data access management and control, threat visibility and prevention, incident remediation and ultimately ensure that your security agenda is in line with your desired outcomes.

Implementing Continuous Risk Monitoring
Iron Bow is working with a state government to implement a more holistic security infrastructure that allows for continuous monitoring and data protection. Utilizing advanced technologies, the state can now evaluate networks for vulnerabilities on an ongoing basis and quickly implement action plans for remediations. The client is applying this solution to assess the readiness of counties for local and national elections.

DATA CENTER

New technologies are transforming the expectations we have of our IT investments and the data center must continue to transform to keep up with this evolution. From micro-segmentation to virtualization to cloud, Iron Bow can help you make sense of it all and provide the right solution for your current and future requirements. We take an interactive approach by evaluating current investments, stakeholder needs and business objectives to update the data center in the way that works for your organization. Our solutions are customized to meet your needs and can result in increased efficiency, strategic virtualization of key aspects, cloud based management profiles and ultimately a better overall data center experience.
**Learning from Failure**

The Iron Bow team was brought in following the failure of a data center to assess the electrical and mechanical systems directly supporting a 10,000SF facility. The team reviewed the design standards and plans for the data center expansion that was in progress and evaluated mechanical and electrical systems for vulnerability, reliability and single points of failure. They also conducted a critical infrastructure tier level evaluation of the data center and reviewed commissioning plans. The assessment found that the failure occurred during the commissioning of some new systems as part of an electrical expansion. As a result, the team made numerous suggestions covering a range of areas including design drawings and specs, commissioning and testing procedures and product/system settings.

**Digitization + IoT**

The next step toward digitization is making sense of all of the new data being captured by the Internet of Things (IoT). Iron Bow draws on decades of network experience to help clients evolve their systems to accept these new streams of data and turn them into actionable insight. The contextual awareness gained when assets can be tracked the same way as data files, holds incredible promise for more efficient and effective citizen service.

**Building a Better Simulation**

In today’s digitized world, training simulations are more accessible, accepted and realistic than ever. These simulations are critical to ensuring mission readiness while saving time and money. Data from field-deployed sensors can help build a contextual awareness for simulated training including local police force, fire departments and inspection agencies. With this real-world data, simulations can be more effectively programmed, removing the need to put expensive equipment at risk for training exercises.
MOBILITY + END USER DEVICES

Today’s mobile mindset is transforming business processes and requires strategic planning to integrate the right components to fit your specific environment and needs. Iron Bow works with you to meet this mobile demand securely and efficiently. Whether it is deploying virtual desktop infrastructure (VDI) for remote work, managing the distribution, maintenance and support of mobile devices or modernizing applications to work on any type of device, Iron Bow provides the support a mobile workforce needs.

Supporting the Mobile Workforce

A state alcohol control board contracted with Iron Bow to provide end-user device as a service in their nearly 400 stores. Iron Bow manages the state-provided laptops and phones used for administrative work in the stores and warehouses. In addition to acquisition and deployment, Iron Bow manages the maintenance and patching of security and other software on the devices. If there is a problem with the equipment or software that cannot be solved by the help desk, Iron Bow dispatches a field tech to troubleshoot and resolve issues.

NETWORKING

Today’s networks are more extensive than ever before – stretching beyond the enterprise to incorporate mobile, cloud and IoT. With this expansion, IT teams need more flexibility and a single view of traffic to ensure performance measures and expectations are met. Iron Bow looks at the network in the context of business goals to provide a modern approach to traditional networking. We recommend the best use of resources to enable multi-media collaboration, mobile connectivity, data center optimization and network visibility and monitoring. Our team understands how to apply the principles of software-defined networking to all aspects of your IT infrastructure to help future-proof the network.

Enabling Training in Remote Locations

Iron Bow implemented a plug-and-play operations environment to allow network communications for training in remote locations using equipment in a transportable case. Iron Bow verified successful power-up, network connectivity, functional web access to server management interface, connectivity to end-points as well as applied the latest vendor supplied patches and updates. Additionally, the Iron Bow team provided on-site training to personnel. Now the client can provide on-the-go training including streaming media wherever the cases are deployed.
PHYSICAL SECURITY

Controlling and understanding who accesses public buildings is critical to both physical and cyber security. Iron Bow’s audio visual capabilities encompass camera installation, networking and IoT integration for access control and smart building/city initiatives.

ACCESS CONTROL

Physical security relies on the digital network. Iron Bow has worked extensively to connect the physical and virtual environments across an array of clients. From smart switches that know when to turn the lights on and off based on occupancy to conference walls that fog out at the touch of a button for privacy. We also ensure that critical assets are tracked, not only to provide whereabouts but also to inform users and administration of upcoming maintenance and updates.

TELEHEALTH

Iron Bow Healthcare Solutions continues to be on the leading edge of developing, deploying and implementing solutions that enable healthcare providers to consult with patients outside the traditional office or hospital environment. Virtual care solutions expand the delivery of healthcare from first responders in the field to school-based programs enabling patients better access to care from anywhere.

Extending Healthcare Access

Using the Iron Bow CLINiC solution, a school system is able to connect students with local healthcare providers from the nurse’s office. If a student visits the nurse’s office presenting symptoms of strep throat the nurse can begin a telehealth consult (pending parent approval) with the local health system to get a diagnosis. The nurse has all of the needed peripherals to conduct an exam. Prescriptions can be called in to be picked up by the parent later that same day. This program helps ease the burden on families by removing the need to go to a doctor’s office or even emergency room for routine concerns and speeds time to care.
Iron Bow’s managed service offerings, IronCare™, provide clients with enterprise technical support, remote monitoring, management and maintenance of technology solutions and systems, enabling organizations to stay focused on their core mission.

**Managed Services**

- **IronCare Managed Wireless** – Provides a comprehensive solution for wireless networks to ensure availability, performance and scalability to meet day-to-day and future demands.
- **IronCare Managed Network** – Maintains network environments including campus environments, software defined networking, fabric switching and traditional LAN/WAN.
- **IronCare Managed SD-WAN** – Assumes responsibility for handling the end-to-end monitoring and management of policies, accessibility and connectivity availability, ensuring a high performing WAN environment.
- **IronCare Managed Unified Communications** – Draws on our rich legacy of designing, deploying and managing UC solutions to ensure your teams stay connected.
- **IronCare Managed Telehealth** – Understands complex workflows, and the critical nature of healthcare environments. The Iron Bow team streamlines the deployment and management of telehealth solutions while optimizing device-related costs and reducing enterprise risk.

**As A Service**

- **IronCare Device as a Service** – Streamlines device lifecycle management while optimizing device-related costs and reducing enterprise risk. IronCare DaaS moves the costs associated with devices from CapEx to a predictable OpEx model.
- **IronCare Infrastructure as a Service** – Allows organizations to consume on-premise infrastructure in a pay-as-you-grow model.

**Hosted Services**

- **Iron Bow’s Unified Communications Manager Cloud (UCM)** – Powered by Cisco, this solution provides cloud-based unified communication and collaboration applications within a highly secure, virtualized platform under a centralized management system. This approach meets federal cloud mandates, reduces costs and easily connects end users on any device, resulting in reduced IT complexity for your agency. UCM is easily scaled to the size of your organization.
Partner Support Services
• IronCare Partner Support Services (PSS) – Delivers maintenance support services on Cisco devices. With IronCare PSS you receive the same expertise, response SLAs and warranty support as you would from Cisco SmartNet with the addition of our U.S.-based team’s intimate knowledge of your supported components.

Streamline Device Management
A state agency needed to implement a new IT Infrastructure Services program to better serve its customers across the state. The goal of the program was to maintain and improve service quality, be cost effective, offer a wider menu of services and have a platform view of this service delivery for improved visibility and accountability. Iron Bow implemented a Device as a Service program that encompasses the full lifecycle of device use from acquisition to deployment, to management and maintenance, including field service and ongoing software support. Iron Bow serves as the single point of contact for all devices deployed and provides the client a real time view of consumption, cost, performance and the responsiveness of suppliers. This program is in the early stages, but is designed to provide cost and time savings for the client.
STRONG.

Technical expertise in leading and emerging technologies – we understand how to make technology live up to its promise.

FLEXIBLE.

From managed service offerings to standard hardware procurement, we’ll work with you to get the right technology deployed for your organization.

TARGETED.

We work to understand your business and workflow so that solutions conform to your business, creating strong buy-in from users.