> ➤ **LEVERAGING *ZEUS* TO MEET CRITICAL INFRASTRUCTURE NEEDS**

Managing Your IT Infrastructure with Visibility and Transparency: Off Premises or On Premises

Background – A Changing Environment

IT paradigms are being rapidly redesigned by technologies such as cloud computing, consolidation, trusted internet connections, virtualization and secure mobile applications. These changes are moving quickly through organizations, bringing operational challenges to managers who must meet pressing technical requirements along with a financial environment that demands significant cost savings and a move from capital expenditures to more flexible operational expenses. Knight Point Systems (KPS) is ahead of the challenge and is already supporting critical IT architectures and environments that are being delivered to users as a service - with a custom tool that enables us to deliver value rapidly and give our customers unprecedented transparency into their infrastructures.

Zeus and COMS

KPS is focused on Rapid Delivery through flexibility. We have proven the capability to discover, assess, re-align, and innovate with elasticity using an "as a Service" model for our customers. Our delivery capability is grounded in a custom built "as a service" toolset to provide automation and transparency to our customers. KPS custom developed two unique "as a Service" tools that enable us to effectively deliver utility or capacity based contracts: *Zeus* and *COMS* (the Call Order Management System).

In 2008, KPS initially developed a tool to manage a customer's data migration including features to support application and infrastructure interdependency mapping and to support moving physical and logical assets. In 2011, what is now known as *Zeus*, became an "as-a-Service" automation tool allowing full visibility into cloud infrastructure, capacity, utilization, logistics, and overall lifecycle management of its assets.

Zeus and *COMS* were developed to provide our customers with unparalleled visibility into their infrastructure and streamlines the call order / procurement process. These tools allow KPS to delivery utility based contracts and gives the government confidence that they are receiving what they are paying for and insight that enables decision making. This toolset provides inventory management and an end-to-end call order management system that is flexible and customizable based on DISA's evolving requirements. KPS is currently enhancing *Zeus* to include functionality for viewing any aspect of the network infrastructure and its components through custom and ad hoc reports to gain a detailed understanding of the infrastructure in place, its utilization, the lifecycle status of each device, and the purchase price – all in real time.

Zeus provides a centralized console for visibility into what technology is being used across sites and at what capacity thus providing the information required in order to make informed decisions. *Zeus* is a role and permission web-based application that allows authorized users to record and manage information on service-related equipment across customer sites and field office locations. *Zeus* is used to inventory customer assets and items, including tracking End of Life (EoL). Zeus design allows for features such as removing items, through filters and sorting features that have reached EoL from searches or reports that inform current SRE information. *Zeus* is accessible twenty four hours a day, every day of the year.

COMS is built around organization specific call order process to provide alerts and status on call order workflow. *COMS* is capable of providing notifications to specific user groups identifying action for every step of the call order process. This centralized system reduces unnecessary delays typically seen in email-based processes.

The *COMS* tool automates repetitive tasks such as call order number assignment, amendment tracking, and customer code identification. These automation features decrease errors and number of man-hours required to process call orders. Through the click of a button, you are able to view infrastructure reports, initiate call orders, and check order status. The tool gives you unprecedented access to the data required to make informed decision. KPS leverages *COMS* for ordering, provisioning, monitoring, tracking, and billing best-in-class infrastructure equipment to support our clients. The workflow included within *COMS* allows you to see where in the approval process each call order is and also allows everyone to see delivery tracking in near real-time. It also allows you to quickly understand the current available capacity and capabilities and provides a streamlined process for adding capacity, new technologies, and

infrastructure into the environment, and for tracking lifecycles of all equipment.

Zeus in Action

KPS is doing more with Zeus than ever before. We are now fully supportive of client requirements to blend legacy, premise-based applications and infrastructure with forward-looking, cloud-based applications. We approach these projects with the confidence of an experienced leader in "**as a Service**" mission planning. KPS is currently delivering in an "as a Service" capacity-based environment at the Defense Information Systems Agency (DISA) using Zeus and has enabled this organization to scale rapidly and procure services faster than ever before.

Why Choose Knight Point Systems?

KPS has received numerous awards from our clients for both our expertise and thoughtful approach to professional service support. We work as an extension of our clients' staff, helping meet mission objectives with a "best practices" model that fully meets industry standard methodologies.

Clients who select KPS as their source for hardware, software and vendor-supplied maintenance will work with a partner who meets the highest vendor-certifications levels and has the tools and experience to deliver quality services every step of the way.