



IT PROFESSIONAL SERVICES

SPEAR, A CALIBRE Company contributes to the success of its clients by delivering turnkey solutions in an efficient manner, with a team that presents clear and actionable data supporting the success of your organization. Our IT Support approach delivers strategic guidance, proactive management, and world-class technical expertise. As a Professional Services provider, we partner with our clients, allowing us to perform as an extension and complement to their existing IT support team.

DEEP EXPERTISE

Desktop Support

SPEAR desktop support engineers and technicians provide full lifecycle of break / fix / maintenance activities for agency assets through both hands-on and remote support methods. We have demonstrated experience in building and maintaining Windows desktop image for scalable enterprise-wide end user compute communities.

Service Desk

SPEAR provides a complete suite of IT service desk support services from Tier 0 to Tier 3 support. We implement industry best practices for Service Requests, Incident Management, and Problem Management aligned to ISO, CMMI, and ITIL delivery methodologies. We have experience providing service desk support to large federal civilian and DoD programs ranging from 5,500 to 1.3 million end users.

Program Management

SPEAR follows a scalable program management framework, which provides us flexibility for effective management of small and large projects alike. Our framework follows the PMI Standards for Project Management combined with an adaptive management style based on best practices to manage concurrent tasks requiring coordination among various stakeholders to achieve efficiencies, while maintaining the quality our clients expect.

VMware Professional Services

SPEAR's VMware architects and consultants provide strategic expertise in VMware adoption, integration, optimization, and training. As a valued VMware partner, we bring extensive experience in applying proven methodologies to improve operational efficiencies and minimize disruption.

DEMONSTRATED IMPACT

Army Enterprise Service Desk (AESD)

SPEAR defined and successfully implemented the AESD ITIL-based model for Tier 0-2 service desk, supporting 1.3 million end users and over 30,000 tickets per month. The environment operates 24/7/365 and employs Remedy tools in a Microsoft-based environment. SPEAR also provides Client Relationship Managers who work closely with the Army client to ensure their missions are achieved.

Department of Education (EDUCATE)

SPEAR personnel provided a broad range of IT support services for approximately 6,200 end user Microsoft and MAC devices deployed in the program's environment, as well as primary / backup data centers. We provide tier 1-3 managed desktop support services across 24 EDUCATE Program Offices covering 18 states and Puerto Rico. SPEAR also provided support for network engineering, IP Telephony design/break/fix, CyberArc implementation and support, desktop engineering, and successfully implemented a Win 7 to Win10 migration effort for the department.

CENSUS CAPI

SPEAR provides a provisioning and repair environment that supports the management of 11,120 devices while centralizing previously regionally segregated activities, and transferring a repair operation from an offsite facility to the Census National Processing Center. We assist the Census Bureau in ensuring that over 7,000 consistent users are properly equipped with the technology requirements to operate successfully in the field.



85%
of Staff Hold
Industry Certifications



**ISO
9001:2015
CERTIFIED**

2018 Washington
Business Journal



**Best Places
To Work**

2018/2017
Washington Technology



**Fast 50
Company**



2018/2017
**INC. 5000 | 500
Honoree**