



IT Services

Cutting Edge Solutions

Industry Partnerships

AWS, ServiceNow,
Microsoft, Google,
RedHat

Contact Us

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Company Information

DUNS: 079160853
CAGE Code: 6ZZA4
Status: Small
Business
NAICS: 541511,
541512, 541513,
541519

Current Programs:

- DHS: DC1
- DHS, TSA: ITIP
- DHS, OCIO, ICAM: SPEAR
- DOS, IRM: Vanguard
- DoD, Navy: Crane
- DoS, Office of Aviation: Air Wing
- FTC: OMNIBUS
- DOJ, FBI: TICTU
- DHS, OCIO: ITNOVA
- HHS, NIH: NHLBI
- SSA: CISCO
- DoD, Navy: Joint Strike Fighter

Strategy Consulting:

Obsidian offers expertise to help clients align technology to their business needs. We help clients develop a strategic roadmap for how technology will be used to meet mission and business requirements. Our approach helps clients understand the goals and IT strategies within the roadmap, and we execute projects to implement these IT strategies. Our Strategy Consultants assist clients in identifying the drivers, key considerations, and other important factors for migrating and modernizing IT Services. Our experts develop comprehensive IT Transformation plans that provide clear steps to increase the value of technology

IT Service Management:

Obsidian provides IT professionals to manage complex technology environments to meet SLAs. We provide support for performance-based contracts using industry best practices, standard processes, and automated tools to deliver the availability and performance our client's demand. We design custom support solutions to meet specific service level targets.

Project Management:

Obsidian Project Management services assist clients with the execution of complex technology projects allowing them to focus on their core business. Our project managers are experts that focus on clear communication, and drive projects to completion on schedule and within budget. Obsidian also assists clients with the development and implementation of Program Management Offices that manage initiatives for a single department or the entire organization.

Type of IT Services:

- IT Engineering Support/Tier 3 Support
 - Local IT leader at remote locations responsible for supporting complex networks, servers, desktops, and storage
 - Advise CIOs on engineering project status and technology recommendations
 - Provide thought leadership for IT Engineering disciplines for Virtualization, UNIX, and Citrix
 - IT Engineering support for a complex, virtualized environments
- IT Administration Support/Tier 2 Support
 - Nationwide On-Site Field Support at 40 locations CONUS/OCONUS
 - Help Desk support and configuration management
- Network Support
 - Network Engineering and operations support providing Tier 2 and 3 escalations for incident resolution
 - Provide expert level Firewall Engineering for network operations of global networks
- Systems Support
 - Provide Full-Stack Engineering support to production UNIX and Microsoft systems
 - Provide Database administration for Oracle and MS SQL
 - Provide expert level Citrix Engineering support for an enterprise Citrix farm
 - Provide VDI Administration support for virtual desktop operations



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