

## AAC Services and Solutions

| Solutions               | Capabilities  |
|-------------------------|---|
| Network Engineering     | Infrastructure, engineering, design, administration, program management, process management, customer support, operations, and maintenance  |
| Convergence             | Integrating voice, video, data, and other traffic onto a consolidated network infrastructure, program management, process management, customer support, operations, and maintenance |
| Security                | Network, wireless, information assurance, program management, process management, customer support, operations, and maintenance   |
| Application Development | Architecture, design development, testing, and deployment for business and web applications, program management, process management, customer support, operations, and maintenance  |

## Quality and Process Certifications

| Certification | Level                                 |
|---------------|---------------------------------------|
| ISO           | 9001:2000                             |
| ISO/IEC       | 20000-1:2005                          |
| ITIL          | Foundation and Practitioner           |
| PMI           | Project Management Professional (PMP) |

## Technical Certifications

| AAC Holds Certifications From:                 |
|--|
| Cisco, Microsoft, IBM, Sun, Citrix, and VMware |

## Partial Client List

| Market          | AAC Clients  |
|-----------------|--|
| Federal         | Federal Aviation Administration<br>Federal Communications Commission<br>Federal Deposit Insurance Corporation<br>National Institutes of Health<br>United States Air Force<br>United States Army<br>United States Department of Agriculture<br>United States Department of Transportation<br>United States Navy<br>U.S. Department of Housing and Urban Development |
| State and Local | City of Annapolis, MD<br>City of Fairfax, VA<br>City of Richmond, VA<br>Commonwealth of Virginia<br>Town of Herndon, VA<br>Town of Leesburg, VA  |
| Education       | Fairfax County Public Schools<br>Fauquier County Public Schools<br>Frederick County Public Schools<br>Louisa County Public Schools   |
| Healthcare      | Fauquier Hospital<br>Martek Biosciences Corporation<br>National Library of Medicine<br>Peninsula Regional Medical Center   |

## Contracts

| Agency              | Contracts                   | Eligibility |
|---------------------|-----------------------------|-------------|
| GSA                 | Schedule 70B                | Federal     |
| GSA                 | Alliant Small Business GWAC | Federal     |
| U.S. Navy           | SeaPort-e                   | U.S. Navy   |
| NIH                 | Blanket Purchase Agreement  | NIH         |
| U.S. Army           | ITES-2S                     | Federal     |
| U.S. Army           | IMOD                        | Federal     |
| State of MD         | CATS                        | State/Local |
| State of LA         | CSSA                        | State/Local |
| Fairfax County, VA  | Network Technical Support   | County      |
| Fauquier County, VA | Network Services            | County      |



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# Network Focused. Solution Driven.<sup>SM</sup>

Solutions for Unified Communications  
and Enterprise Infrastructure



Network Focused. Solution Driven.<sup>SM</sup>

# AAC Designs, Builds, Operates, and Manages Networks.

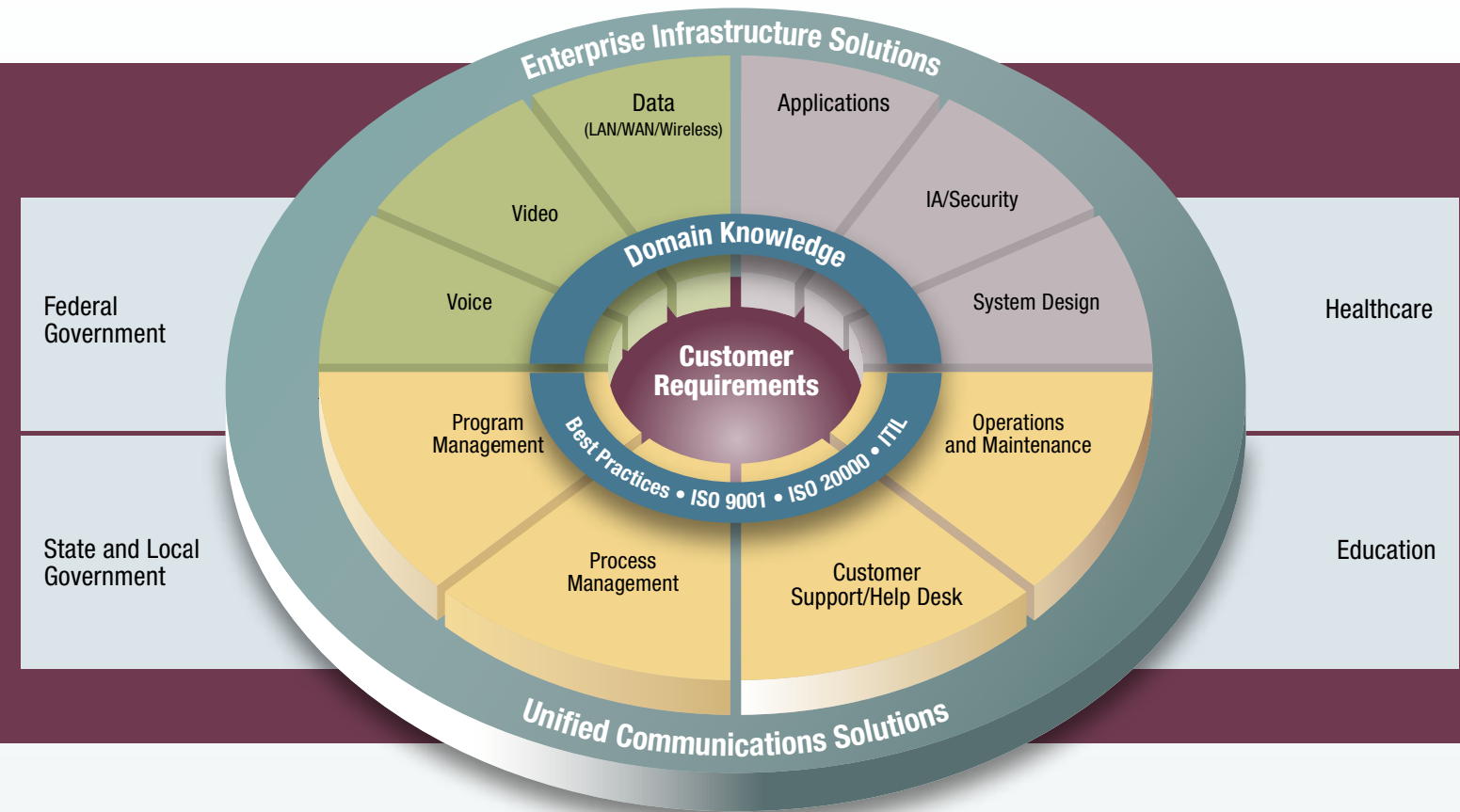
As the enterprise grows more complex, huge questions about networks remain. How can organizations make their infrastructure less costly to own? How can they get the right technology to keep supporting their operations? How can they transform their networks into vital strategic assets?

When organizations ask “how?” like this, they’re really asking “who?”

Who can help them map out their least risky route—from the networks they have to the network they will need to succeed? The answer is a company and a partner that:

- Specializes in networks and all related technologies
- Reaches back to a strong bench of senior-level engineers
- Supports short-fuse projects and manages long-term programs
- Holds engineering as well as quality certifications

Here’s why AAC is that company and should be your partner . . .



## AAC Helps You Converge on Success

Many companies offer network engineering and management capabilities, but few focus them as we do. AAC helps organizations expand their capabilities and maximize their performance with voice, video, data, mobile, and wireless technologies.

We use those components as individual solutions or within consolidated networks that enable our customers to meet their strategic needs and drive new business efficiencies—both now and in the future.

## The Secret of Making Networks Work

It isn’t technology. It’s people. And AAC has the best. Our entire company is organized around maintaining a strong bench of senior, cleared and certified engineers. They provide the skills and knowledge organizations need to expand their network capabilities at an acceptable level of risk.

These are the experts you want. Passionate about what they do, drawn to the challenge of enterprise networks as a discipline, and dedicated to completely solving your organization’s network challenges, no matter what their complexity or scale.

## AAC Packs a Portfolio of Answers

The diagram to the right shows how we focus a broad range of capabilities on our customers’ requirements. It illustrates a complete palette of technology solutions that give our customers many different options for:

- Defining their objectives and requirements
- Developing and delivering specific capabilities
- Designing, integrating, or consolidating networks
- Offloading management, maintenance, and support

Whether customers need a single, specific capability or a unique combination of services, AAC tailors its solutions precisely to their needs. This adaptability is powered by more than 25 years of experience. It mitigates our customers’ risk, enabling us to confidently guide them around potential pitfalls to the results they expect.

### AAC Technology Solutions Focus

AAC’s portfolio of technology solutions comprises two overall core competencies:

**Unified Communications:** Our engineers are experts in providing infrastructure, systems, and applications that enable organizations to integrate VoIP, voice mail, email, messaging, and video content within a single network.

**Enterprise Infrastructure:** AAC supports secure, high-speed networks across their entire lifecycle, from design, implementation, and integration to monitoring, management, and auditing.

### Technical and Management Services

Our core competencies draw as needed upon capabilities including:

**Data:** Designing and building intelligent wired and wireless networks that can support diverse types of traffic across multiple systems, organizations, devices, and geographic locations.

**Voice:** Optimizing voice infrastructure by replacing outmoded PBXs, prioritizing voice traffic onto IP networks, developing and implementing IP telephony applications, and building/managing call centers.

**Video:** Putting a face on information with solutions for IP video conferencing, and video surveillance/security.

**Applications:** Developing specialized applications our customers use every day to manage their operations, govern resources, deliver services, and make decisions.

**Information Assurance/Security:** Providing systems, solutions, and services that enable organizations to enforce their policies, address threats, ensure compliance, manage access, and implement continuity of operations and disaster recovery.

**System Design:** Gather detailed requirements and design technical solutions as well as the architecture for the advanced solution.

**Program Management:** Ensuring reliable, on-time/on-budget delivery by establishing and staffing program management offices (PMOs), implementing best practices, coordinating day-to-day operations, using Earned Value Management to better manage our contracts, and tracking performance.

**Process Management:** Applying proven knowledge, technology, skills, and best practices to plan, monitor, and enhance business process performance.

**Customer Support/Help Desk:** Ensuring that customers can use all the capabilities of a communications or infrastructure solution to realize the full value of their investment.

**Operations and Maintenance:** Assuming responsibility for the ongoing performance of communications or infrastructure solutions after development and deployment.

## Flexible Delivery Options

AAC provides as much (or as little) help as you need—for just as long as you need it.

**Projects:** Some of our customers engage us on a short-term basis for troubleshooting, technology refreshes, updates, and other specific challenges.

**Programs:** Others contract us to manage the multi-year lifecycle of their network infrastructure, from transformation to maintenance and support.

## Domain Knowledge and Best Practices

AAC’s account people and program managers practice disciplines that serve as a day-to-day interface between what we offer and what organizations need.

**Domain Knowledge:** We understand through our lengthy experience what our customers actually do—their operations, their missions, their businesses.

**Best Practices:** We ensure with certified processes that we manage people, technology, and programs toward measurable results. AAC is ISO 9001:2000 certified for quality management and adheres to ISO 20000 practices for IT service management. Many of our engineers are ITIL and PMP certified and most hold technical certifications from Cisco, Microsoft, IBM, Sun, Citrix, VMware, the Computing Technology Industry Association (CTIA), or other worldwide organizations.

## Documented Past Performance

How do we know we’re providing what our customers need? They tell us. First by renewing over 90% of their engagements. They also call us and write us, lauding the efforts of our people. These examples from our primary markets demonstrate how we earn our customers’ trust:

### Federal Government: Responding to Contingencies

When an important meeting between FCC headquarters and representatives of eight Native American Tribes was jeopardized by connection problems, an AAC engineer “saved the day” by working with the local phone company to create a WebEx meeting and route the connection through the FCC’s Gettysburg, PA site.

### State and Local Government: Innovating Program Value

AAC helped the Town of Herndon, VA converge its voice, email, and data traffic onto a consolidated IP infrastructure. This new system is already delivering the savings, flexibility, and scalability, the Town required. It also helps keep children safe by delivering AMBER Alerts. Now, when a child is missing, the system automatically forwards photos and information to the IP phones used by all municipal employees.

### Education: Addressing Priority Challenges

The Fairfax County (Virginia) Public Schools (FCPS) engaged AAC to conduct an assessment and make recommendations for addressing cooling problems in its network operations center (NOC). FCPS implemented AAC’s suggestions, heat generation was significantly reduced, cooling capacity was increased, and the NOC remained in service during the especially hot summer of 2007.

### Healthcare: Adapting to User Needs

Fauquier Hospital in Warrenton, VA asked AAC for help in solving a basic but mission-critical problem—its employees were missing pages to their IP phones because they couldn’t hear them ring in the hospital’s busy environment. With access to the API from Cisco, AAC reprogrammed the signaling protocol within the paging application so that the wireless phones now vibrate as well as ring when paged.

