evolver
FEDERAL

Transforming Our Customers' Operations for Modern Demands

Evolver designs, builds, operates, and secures scalable IT infrastructures to both meet operational needs and strategic objectives. Our IT support experience includes government-scale implementations involving critical and complex infrastructure and data security for enterprises of all sizes. The Evolver approach improves overall organizational responsiveness, both externally to the customer and internally within the workforce. Our enterprise transformation solutions lead to faster problem resolution, increased customer intimacy, and improved control of assets and investments.

Capabilities

Enterprise Help Desk Services
- Service/call center operations
- Tier 0-4 support (self-service through SME/vendor escalation)
- ITSM product deployment, integration, and operations
- CPI for support operations

SOC Operations
- Security event management
- System security maintenance and patching
- Network and system vulnerability scanning and remediation
- Server, workstation, VDI, & user experience monitoring & modeling
- Artificial Intelligence driven software solutions

Training
- End User product training and education
- Curriculum development
- COTS product user and support certification
- ITSM product training including incident and ticket management.
- ITIL v.4 certification

Enterprise Infrastructure Support (Cloud and On-Prem)
- Network and data center operations
- System management and security
- Infrastructure updates and modernization
- Performance tuning and scalability
- Disaster recovery
- Video teleconferencing and AV systems
- VDI implementation and support
- Vendor support coordination
- Ransomware mitigation and support
- Security monitoring, hardening, patching, and recovery

Asset Management
- Inventory management
- Asset purchasing
- Sparing and stockpile strategies
- Lifecycle management
- Software license and asset management
- System deployment and recovery
- Configuration management
- Asset discovery
- Firmware remediation

ISO 9001 I ISO/IEC 20000-1 I ISO/IEC 27001 I CMMI-SVC ML3 I CMMI-DEV ML3

Empowering Government IT: Modernized Infrastructure with Unmatched Security & Service Continuity

Faced with the need to modernize IT infrastructure while ensuring security and service continuity, government customers have turned to Evolver for comprehensive solutions, including Service Desk Support, Enterprise Architecture, Information Management, and Application Development. Among key priorities for our government clients are seamless IT resource integration and enhanced security measures to protect sensitive data. As a result, our customers see improved operational efficiency, a strengthened cybersecurity posture, and uninterrupted service, reinforcing Evolver's role as a reliable partner.

Corporate Experience

Capability	DHS	HHS	DoED	DOT	Peace Corps	AOC	USDA	DOI	HUD	DOD	DOC	FEC	EPA	SEC
Enterprise Help Desk Services	☑	☑				☑	☑		☑	☑				
Enterprise Infrastructure Support (Cloud & On-Prem)	☑	☑	☑			☑		☑			☑			
Training	☑	☑				☑	☑		☑	☑				
Asset Management	☑		☑			☑	☑			☑				

Contract Vehicles

- GSA MAS
- NIH CIO-SP3 Small Business
- GSA 8(a) STARS III
- Army ITES-3S

- DCMA MOCAS -eCLIMS
- Navy Seaport-NxG
- HUD Applications O&M
- NGA Intelligence and RMF
- DOC CATTS

- USPTO BOSS
- DOJ JMD BPA
- GSA Intelligence and RMF
- DIA SITE III

Joint Ventures