

Capability Statement



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DUNS: 194194168 CAGE Code: 73YP7

Core Competencies

Transcendence IT supports the **U.S. Federal Government defense and civilian agencies** by providing BMC Software products, consulting and education, including:

Operations

- BMC Middleware Management
- TrueSight Operations Management
- TrueSight Capacity Optimization

Service Management

- Discovery
- Remedy Service Management
- RemedyForce

Automation

- TrueSight Server Automation
- TrueSight Orchestration
- Control-M

Cloud Management

- Helix Remedy Service Management
- TrueSight Cloud Cost Control
- TrueSight Cloud Security

Notable Services

- TMART to TrueSight Synthetic Transaction Migration
- TSOM Event Optimization Toolkit
- Asset Management Health Check
- BPPM to TrueSight migration
- Enablement programs designed to promote client self-sufficiency

Past Performance

Subcontractor to National Government Services (NGS) at Centers for Medicaid and Medicare, \$4.96M, May 2014 - Current:

- **Virtual Data Center (VDC) Task Order 5 VDC Infrastructure Enterprise Services (VIES).** Successful Remedy ITSM upgrade with continued administration and development utilizing ITIL best practices. Avoided over \$1M in extended support.
POC: Gary Davis, NGS CTO (at time of project), gdavis@archsystemsinc.com (202) 378-7953
- **Next Generation Desktop (NGD) Virtual Contact Center Strategy (VCS).** Full lifecycle TrueSight (TSOM) implementation, ongoing enhancements, operations and maintenance. Monitors critical CMS Contact Center (1-800-Medicare) used by 20,000 Customer Service Representatives (CSR) to service 70 million calls per year from Medicare and Marketplace consumers. We provide a 99.99% uptime for TSOM. Significantly decreased Mean Time to Resolution (MTTR) due to a reduction in false positive alarms.
POC: Mike Walker, NGD Operations Manager, Michael-ASF.Walker@anthem.com (317) 913-6457
- **The Small Business Health Options Program (SHOP).** The Portals Exadata database only supported 2 to 3 users and crashed, after we tuned the dB easily supported 6,000 simultaneous users. Automated CMS reports and saved 120 hours of labor per month in manual preparation. Used TrueSight Server Automation to automate; 1) server software distribution, 2) vulnerability remediation and 3) DISA STIG compliance for critical infrastructure supporting SHOP which significantly enhanced the programs security posture and saved 2,010 man-hours per year at \$150 per hour for a total savings of ~\$300,000 per year.
POC: Mike Boston, VDC Chief Technology Officer, mike.s.boston@anthem.com (317) 710-9536

Subcontractor to Unisys Corp at the State of New York, \$1.25M, December 2014 – May 2018. Discovered 14,000 servers across 18 datacenters. Integrated the data into the ServiceNow CMDB consumed by 5,000 users. By retaining their investment in BMC Discovery, they saved an estimated \$3M in ServiceNow Discovery product and services. We developed application mapping accelerator tool that reduced the time to map an application from 2 weeks to 2 hours for over 600 applications, saved ~46,800 labor hours at a rate of \$250 / hour for a total savings ~\$10M. Wrote custom patterns and reports to manage Unisys Stealth Security.

POC: Rick Nelson, Advisory Services Chief Architect, Rick.Nelson@unisys.com (630) 281-0126

Company Data

Legal Name: Milestones Ventures, LLC

DUNS: 194194168

CAGE: 73YP7

GSA Schedule: GS-35F-0511T

Accepts government credit/purchase cards.



NAICS: 423430, 518210, 541511, 541512, 541513, 541519, 541611, 541690, 541990, 611420

PSC: AJ25, AJ26, D302, D308, D321, U012

Certifications: Service Disabled Veteran Owned Small Business (SDVOSB)

Founded by George Klarmann, a U.S. Air Force veteran who has learned first hand the value of excellent customer service along with turning strong, trusted, long-term relationships into strategic partnerships.

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This is a scaled down version of the solutions we offer to fit one page. If there is something you are interested in that's not here, contact us.

Software	*Price
BMC Helix Discovery on AWS - per asset - SaaS - Monthly Subscription (680 Endpoints)	\$9,999
BMC Discovery for Data Center - ESO - Perpetual License - (31 Endpoints)	\$9,999
BMC Discovery for Storage - ESO - Perpetual License (277 Endpoints)	\$9,999
Control-M Platform (Task) - per task - Perpetual License (27 Tasks)	\$9,999
Control-M Managed File Transfer Enterprise (Task) - per task - Perpetual License (111)	\$9,999
Control-M Workload Change Manager (Task) - per task - Perpetual License (185)	\$9,999

***Current Software GSA pricing valid as of May 2019**

Transcendence IT provides volume-based services discounts with Software purchases

Training Courses	*Price
BMC Discovery Administering (ILT/CER)	\$4,125.00
BMC Discovery Advance Application Modeling (ILT)	\$4,312.50
BMC TrueSight Middleware Monitor (ILT)	\$2,250.00
BMC MainView Middleware Administrator (ILT)	\$750.00
BMC BladeLogic Server Automation 8.x: Fundamentals - Part 2 (ILT/CER)	\$4,125.00
BMC BladeLogic Server Automation 8.x: Advanced Administering (ILT/CER)	\$4,312.50
BMC BladeLogic Server Automation 8.x: Expert Level (ILT/CER)	\$4,125.00
BMC TrueSight Operations Management 11.x: Fundamentals Administering (ILT)	\$3,375.00
BMC TrueSight Operations Management 11.x: Advanced Event Management (ILT)	\$2,250.00
BMC TrueSight Operations Management 11.x: Advanced Service Modelling (ILT)	\$750.00
Control-M 9.x: Fundamentals Scheduling (ILT/CER)	\$4,125.00
Control-M 9.x: Fundamentals Administering (ILT/CER)	\$4,125.00

***Per Student (Volume discounts available)**

Transcendence IT training includes 1-hour premium enablement video per student.

Services	Price
1-hour premium enablement (recorded) with Subject Matter Expert	\$300.00
Basic custom report	\$250.00
Medium custom report	\$600.00
Complex custom report	\$1,500.00
*Subject Matter Expertise – Project Manager	\$8,000.00
*Subject Matter Expertise – Principle Consultant / Solution Architect	\$8,000.00
*Subject Matter Expertise – Senior Developer / Administrator	\$7,200.00
*Subject Matter Expertise – Developer / Administrator	\$6,400.00
*Subject Matter Expertise – Associate Developer / Administrator	\$5,600.00

***One week**