Ivanti + Leidos

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Location: Baltimore, MD
Website: cms.gov
Industry: Healthcare

Leidos provides a broad range of services and solutions to hospitals and health systems, developing and supporting large-scale technology programs for every health-focused U.S. federal agency such as the Department of Defense, Veterans Affairs, and Health and Human Services.

Reseller: Presidio
Location: New York, NY
Website: presidio.com

Presidio is a leading IT solutions provider assisting clients in harnessing technology innovation and simplifying IT complexity to digitally transform their businesses and drive return on IT investment.

Ivanti Solutions:

- Ivanti User Workspace Manager, powered by AppSense
- Ivanti Application Control
- Ivanti Environment Manager
- Ivanti Performance Manager
- Ivanti Endpoint Manager
- Ivanti Patch
- Ivanti Xtraction

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Desktop as a Service for Win10 Migration and IT Asset Management

As part of a project to migrate the Centers for Medicare and Medicaid Services (CMS) from Windows 8.1 to Windows 10, federal systems integrator Leidos set out to create a secure, centralized management environment. It wanted to standardize, manage, and secure endpoints while collecting environment and performance data to help improve service and end-user satisfaction. The migration project held many risks due to various machines requiring different software versions. For Leidos to standardize CMS to a single baseline image for all Windows 10 computers for compliance with United States Government Configuration Baseline (USGCB) mandates, it required a pre-check and ability to standardize each computer's assets prior to the upgrade.

Project Objectives

The End-User-Centric IT Support (ECIS) solution deployment is intended to provide users with a standardized and seamless experience across CMS systems. It places emphasis on integration across devices, agency applications, conference room technology, infrastructure, and systems employed to help users complete their mission. Key elements of the project include:

- Windows 10 migration
- Deliver Desktop as a Service with centralized endpoint management
- Improve environment and performance management
- Accelerate 508 accessibility
- Improve asset tracking and visibility

"Ivanti gives us live insight into enterprise data that we didn't have previously and helps us track and manage endpoints with improved accuracy." Joe Weis | Leidos CECS Program Manager | CMS VDC Programs

Results to Date

While still executing the Windows 10 migration, Leidos has delivered on several of its other objectives, including:

- Creating a unified, centralized endpoint management environment
- Eliminating the need for several other pieces of disparate software, thereby reducing costs
- Improving transparency for patching and deployment statuses with custom dashboards
- Improving patching timeliness and accuracy
- Standardizing on a single Windows 10 image that requires significantly less user interaction
- Improving asset tracking accuracy
- Faster 508 accessibility

"The collaborative approach and active engagement by Ivanti has resulted in accelerated 508 accessibility that was critical to our project. A recent request from Leidos to display multiple PDFs on login would not have been possible with our previous tools but could be accommodated by Ivanti. This was a big win for a simple request." Joe Weis

Looking Ahead

With compelling results, Leidos continues to execute the migration of all CMS assets to Windows 10. Building on results realized to date, Leidos continues to deploy Unified IT solutions from Ivanti to help CMS complete its mission successfully. In addition, Leidos will also replace legacy asset management systems with Ivanti Asset Manager for CMS.

"Ivanti helped us identify and deliver on capabilities that we didn't plan for when we originally purchased these solutions. The Ivanti team has been very engaged and eager to assist in any way to deliver a tailored, quality product." Joe Weis