Digital + Government = IT That Enables Modernization

Government IT Services Buying Guide
Digital transformation is happening everywhere. It’s helping to improve operating efficiencies, make IT more agile, and better manage risk. However, 49% of government IT leaders’ acknowledge that reliance on legacy systems is their #1 barrier to digital transformation. The United States government will spend close to $96 billion on IT efforts in 2018. Historically, more than 75% of the federal IT budget is spent on operating and maintaining legacy IT systems each year.

Modernizing IT systems can be a complex undertaking made easier with the help of a qualified service provider. Finding the smartest ways to upgrade legacy infrastructure and move applications to the cloud is a key to complying with IT modernization legislation and implementation mandates like the government’s ‘Cloud First’ Modernizing Government Technology Act and Federal Information Security and Modernization Act (FISMA).

As your digital transformational journey moves forward, the choices you make regarding strategy technology and systems and partnerships may be your greatest measure of success. To help with these decisions, we’ve developed this Government IT Services Buying Guide.
Your foundation for transformation: 

The Network.

Your network is the foundation for digital transformation. Whether you are moving away from aging software and hardware solutions, shifting to cloud-based computing, deploying advanced IP-based voice and unified communication, or protecting data with data-driven precision analytics, your network is arguably the most essential part of your transformational success.

The rise of applications in the cloud, Internet of Things (IoT), big data analytics, video, Voice over Internet Protocol (VoIP) and future applications are combining to dramatically increase the amount of traffic that moves across your network putting greater demands on the performance and security of your connectivity. Your network will be called upon to do much more than it has in the past. Today's networks are the backbone for delivering all things digital and must be:

- Secure
- Reliable
- Flexible
- Scalable
- Manageable

Tapping into the resources and services of a managed services provider can lighten your load while reducing the costs required to manage and operate your foundational network and infrastructure. Having qualified and trusted experts operate and maintain your IT fundamentals can free up your staff to innovate in other areas.

Today's networks are the backbone for delivering all things digital.
The CenturyLink difference.

As you carefully consider your IT modernization needs, let CenturyLink help reduce the risks and challenges of network and infrastructure changes. With over 80 years of experience building communication systems and decades of experience successfully navigating the complexities of government IT systems deployment, operation and maintenance, our government team knows IT inside and out. We have a dedicated workforce of specialists and experts who are knowledgeable in the details of technology implementation and federal procurement.

We already advise multiple federal agencies, including the Department of Homeland Security, Department of Defense, Department of Justice and the Social Security Administration, to help them modernize their IT systems and network services. We collaborate and consult with federal agency CIOs, directors and IT professionals to deliver quick, reliable and secure access to networks, infrastructure and applications. With over 2,400 cleared professional staff, we are able to access the information necessary to perform our assigned duties for the sponsoring agency.

Let us assist in your transformation so you can focus on meeting your agency’s core mission:

- Broad portfolio of managed IT solutions, including network transport and access, cloud computing, equipment and labor to modernize network, infrastructure and IT systems.
- Responsive account manager dedicated to your agency.
- Team of 750 professionals dedicated to exclusively serving federal agencies.
- Approved cybersecurity solutions and expertise utilizing advanced threat intelligence tools and leveraging our network reach, scale and visibility to help protect agency data and applications.
- Competitive and flexible pricing available on Enterprise Infrastructure Solutions (EIS), Networx, WITS3, Alliant2, IT Schedule 70 and over 1,500 best-in-class government contracts and contract vehicles.

With over 80 years of experience, our dedicated government team knows IT inside and out.
Contract vehicles to enable IT transformation.

Simplifying complex systems to make them more cost effective and easy to manage is only part of your IT modernization effort. You also need contract vehicles that provide ease in the procurement of your solution. Agencies can streamline procurement when buying various telecommunication and IT services by using purchasing vehicles that are designed to facilitate transformation, like the Enterprise Infrastructure Solutions or Alliant 2 contracts.

The Enterprise Infrastructure Solutions (EIS) and Alliant 2 contracts are groundbreaking purchasing vehicles intended to modernize how telecommunication and IT services are purchased by government agencies. EIS is a comprehensive solution-based contract vehicle that addresses all aspects of federal agency IT telecommunications and infrastructure requirements. Alliant 2 is an indefinite-delivery, indefinite-quantity procurement program that federal agencies can use to buy hardware, software and IT solutions as packages.

By purchasing end-to-end or packaged solutions on one of these contracts, your agency can purchase from a single, trusted government supplier to greatly simplify the process, reduce time to purchase and lower the staff resources required to obtain services.

CenturyLink supports a wide variety of active government contract vehicles for easy one-stop shopping, including:

- Enterprise Infrastructure Solutions (EIS)
- General Services Administration (GSA) IT Schedule 70
- Networx Enterprise
- Networx Universal
- Alliant 2
- WITS 3
- Connections II, plus more

Access federal network and IT solutions through these various contract vehicles and get procurement support from a dedicated sales and contract team that has already established a trusted, long-term buying relationship with federal government agencies. Give your agency the purchasing options to get the very best solutions with the highest value from government pricing.

CenturyLink supports a wide variety of active government contract vehicles for easy one-stop shopping.
Solutions Portfolio for Federal Government

CenturyLink offers an extensive portfolio of solutions through our contract vehicles. We are your single-source supplier for end-to-end network, infrastructure, cloud and IT services as well as packaged solutions designed to meet government needs. We have a broad range of IT solutions to meet your agency’s needs, ranging from network connectivity to cloud, security to big data, voice to managed services backed by a team of experienced and cleared professionals to implement, install and deliver solutions.
Network Solutions

MPLS/IPVPN
Securely interconnect your sites across a city or around the globe with Multiprotocol Label Switching (MPLS) network connections with Internet Protocol Virtual Private Networks (IPVPN) service. Choose from a wide range of connectivity options and features, including: point-to-point, point-to-multipoint, classes of service (CoS), multicast, and interworking with Ethernet and IP networks. Prioritize traffic and routing to deliver applications with greater flexibility and control.

Ethernet
Securely and effortlessly connect with other agencies at bandwidths scalable up to 100 Gbps. Choose from secure, efficient point-to-point, point-to-multipoint, or any-to-any Ethernet connectivity options.

Internet Access
Enjoy high-speed, protocol-transparent connections with public internet service provider networks and other government networks to reliably deliver and receive internet applications.

Wavelengths
Right-size your network to handle heavy bandwidth and unexpected traffic surges with wavelength service. Get long-haul support for multiple concurrent transports and throughput rates for Fiber, Ethernet and Optical.

Software Defined Network and Virtualization
At CenturyLink, we have found a better way to deploy, manage and maintain our network systems: Software Defined Networking (SDN) and Network Function Virtualization (NFV). With this new IT model, routers, switches and security network functions are emulated in software that runs on off-the-shelf hardware. This allows us to add low-cost hardware and advanced software to quickly create additional network capacity. We can also push out software and security updates with a policy-controlled click of a button.

Dark Fiber
Safeguard your long-term network needs with metropolitan and intercity dark fiber infrastructure that lets you design your own optical network. Connect your own electronics to provide transport on fiber strands or partner with CenturyLink to provide equipment and managed services that can be easily adjusted to meet the needs of your growing optical network.

Private Line
Take advantage of dedicated connectivity for high-priority traffic between end points and choose from an array of bandwidth options ranging from 64Kbps to 10Gbps for layer 1 transports.

CenturyLink Transformation
This is how we are transforming and modernizing our own business: Delivering to our customers a next-generation programmable network that is software-defined, agile and rapidly responds to customer demands. Our core network locations and data centers are now interconnected by a software-based backbone, giving your agency near real-time provisioning capabilities and improved service experience.
Cybersecurity

Network and Infrastructure Security
Limit your exposure and risk to cyberattacks with advanced network and infrastructure security services backed by end-point protection against unauthorized access, exploitation or data exfiltration. Get network-based security to protect services delivered from the cloud. Combine that with email and web application security to help defend your agency while fortifying your multi-layered security strategy.

Analytics and Threat Management
Identify cyber threats by monitoring inbound and outbound internet traffic to detect and filter malicious attacks. Spot, mitigate and analyze attacks with our analytics and threat management services. Analyze attacks with sophisticated security log monitoring and event correlation using our powerful data analysis engine. Gain access to a team of security experts who investigate incidents and proactively prioritize and respond to potential attacks from threat data correlating to your IP address.

Risk and Compliance
Comply with government cybersecurity policies and implement secure connectivity solutions like, Enhanced Cybersecurity Services (ECS), Einstein 3 Accelerated (E3A) and Managed Trusted Internet Protocol Services (MTIPS). Avoid single points-of-failure along with continuous analysis and response to network security threats. Our comprehensive network security allows us to proactively thwart potential threats before they become security breaches. Get expert, personalized guidance to build a more secure and compliant agency. Let us help you assess your security for governance, compliance and risk to strengthen your security posture with the right plan, processes and technologies.

Get expert, personalized guidance to build a more secure and compliant agency.
Voice and Unified Communications

Internet Protocol Voice Services
CenturyLink® IPVS provides federal agencies with options for hosted, premises, or hybrid IP telephony services as well as managed LAN service and SIP trunk service. Our certified engineers monitor, manage, and maintain call servers, media gateways, voicemail servers, routers, and switches. Our tried and tested VoIP technology, service delivery platforms, and technical support teams help ensure that customers receive the most out of their IP voice system.

Collaboration and Conferencing
Access the necessary communication building blocks and services you need to empower your workforce. Get unified communication and collaboration solutions along with easy-to-use conferencing for a fully integrated voice, web and video experience.

Circuit Switched Voice Service (CSVS)
Circuit Switched Voice Service (CSVS) provide federal agencies with a wide range of voice services with the reliability, stability, availability, and flexibility only found with a well engineered, and highly redundant legacy network. CenturyLink CSVS provides reliable service in a variety of formats: single analog lines, ISDN, high order carrier service, and long distance service for the federal government’s large community of traditional circuit-switched voice users that conduct business with citizens, private firms and foreign entities who continue to rely on CSVS.

Contact Center Services
Offering federal agencies flexible and responsive solutions, our Contact Center Services unify knowledge and case management, dashboard reporting, and multi-modal service channels into a single, highly scalable solution for all inbound and outbound contact operation; providing an integrated solution for the ultimate user experience.

Toll Free
Get traditional landline phone service, toll-free and international calling services with the reliability you’ve come to expect from an experienced global telecommunications company.

Get unified communication and collaboration solutions.
Hybrid IT and Cloud

Hybrid Cloud Solutions
Move to the cloud with a securely connected cloud ecosystem. Get public, private or a combination of cloud services from CenturyLink and our best-in-class partners. Get greater security and control with a private cloud or reliable, pay-as-you-go scalability with CenturyLink’s public cloud—or any combination of the two.

Direct Cloud Connection and Multi-Cloud Management
Move beyond manual, ad-hoc management of multi-vendor cloud environments to a consistent platform that allows you to provision, monitor, configure and optimize environments from any cloud vendor, including AWS, Azure and CenturyLink. Connect these cloud environments directly to your network for added performance and security with our Direct Cloud Connect solution for the same multi-vendor cloud environments.

Managed Applications-as-a-Service
Let us manage your cloud-based solutions so you can focus on your agency’s mission and goals. We can deliver a variety of managed application solutions from the cloud, including: big data as a service, managed SAP, managed enterprise Microsoft Office, data backup as a service, data recovery as a service and Internet of Things.

Data Center Services
In addition to operating more than 250+ data centers in the U.S., CenturyLink has established a relationship with one of the global leaders in retail colocation, Cyxtera Technologies, with 45 U.S. data center sites that provide extensive facility certifications and are capable of supporting FISMA Medium and High programs. The comprehensive combined portfolio of CenturyLink and Cyxtera enables us to provide you with the right solution to meet your colocation services business requirements.
Managed Services

Get the most from your IT department by leveraging our skilled and certified technical specialists, support manager and technical subject matter experts. Our managed services federal government team can assist you with application development and deployment, operating system management, infrastructure management and network management.

DHS Intrusion Prevention Security Service (DHS Only)
CenturyLink® IPSS service provides cyber threat protections to the federal government’s civilian (.gov) Departments and Agencies, and complements other CenturyLink managed security services, including Managed Trusted Internet Protocol Service (MTIPS). CenturyLink has been providing cyber security protections to the Defense Industrial Base (DIB) and critical infrastructure companies for over five years, and has provided E’A protections to federal civilian departments and agencies since 2013.

Managed Network Service
CenturyLink® MNS combines the power of our high-performance network, enhanced data monitoring, and highly experienced operations engineers. Skilled in an array of technological platforms, CenturyLink MNS team will provide customized managed solutions across a wide range of services. Since CenturyLink is in the forefront of developing this advanced functionality, we will continue to be uniquely qualified to assist agencies in the management of their services. Our CenturyLink MNS asset strategy helps ensure that agencies are better able to focus on strategic initiatives, improving the manner in which they interact with and support the public domain.

Managed Security Service
CenturyLink provides a comprehensive Managed Security Service (MSS) offering to include managed prevention, vulnerability scanning and incident response services. Our network based MSS solution delivers a fully integrated, carrier-grade, accredited platform that meet all EIS network security requirements.

Managed Trusted Internet Protocol Service
CenturyLink® Managed Trusted Internet Protocol Service (MTIPS) allows agencies to physically and logically connect to the public internet in full compliance with OMB’s Trusted internet Connections (TIC) initiative. CenturyLink has provisioned MTIPS to more than 40 agencies, ranging in access speeds from 1.544 Mbps (T1) to 10Gbps (10GigE). CenturyLink MTIPS infrastructure that has been engineered to be scalable as the government’s bandwidth needs increase to accommodate system and user demand.

IT Consulting Services
Leverage our hands-on IT expertise, deep technology understanding, and best practices knowledge to assist in your agency’s transformation and modernization efforts. Whether you need help with a modernization strategy, design and transition services, data analytics or cybersecurity consulting services, our government qualified experts can assist you with your IT initiatives.

Our government qualified experts can assist you with your IT initiatives.
Big Data and Analytics

Big Data and Predictive Analytics
Drive strategic and tactical decision making with actionable data extracted and analyzed from your agency data stores. Leverage our big data and predictive analytics services and expertise across your agency departments to gain data-driven knowledge and insights for more informed decision making.

Real-Time Health Analytics
CenturyLink® Real-Time Health Analytics powered by EagleForce connects pharmacies, healthcare providers, and health care settings across the nation without the limitations traditionally associated with state borders. The CenturyLink solution integrates with existing pharmacy and Electronic Medical Records (EMR) solutions to help reduce government benefit eligibility fraud and opioid prescription abuse using big data capabilities and analytics based on established federal, state and DEA business rules. CenturyLink provides two innovative solution offerings: Opioid Abuse Monitoring Watch and Adjudicator and Government Benefit Eligibility Watch and Adjudicator.

Leverage our big data and predictive analytics services across your agency departments.
Equipment and IT Consulting Services

Service Related and Customer Premise Equipment
CenturyLink has vast experience in providing complex networking, telephony, data center, security, and cloud solutions to support the individual requirements of government agencies. An important benefit of CenturyLink’s high-level engineering expertise is our ability to facilitate the development of solutions that use the right standards compliant equipment to support the individual solutions of government agencies. CenturyLink supports a wide range of Service Related Equipment (SREs) and works closely with hundreds of SRE vendors to help ensure that customer networks deploy high-quality, reliable, and feature-rich SREs.

Cable and Wiring
Get highly-skilled and meticulous technicians to provide you with cable and wiring services that support the full list of services you can order on contract from CenturyLink. All planned work and code compliance will be subject to review and approval prior to the start of work. CenturyLink creates an Engineering Detail Plan (EDP), Methods of Procedure (MOPs), and Job Hazard Analysis (JHA) documents before beginning work. Not all work requires all three documents. After service delivery, CenturyLink will provide a one-year warranty for workmanship of all CenturyLink or subcontractor installed premise wiring and cabling and pass the manufacturer’s warranty for materials through to the government.

Service Related Labor
CenturyLink supplements our core service offering to federal agency customers by offering professional services that provide service continuity, immediate access to new services in a rapidly evolving market, and customized solutions that meet agency-specific and mission-specific needs. These professional services are offered through our experienced internal personnel as well as subcontractors for each service area and labor category. Our subcontractor pool, many of which are small businesses, is a key component of CenturyLink’s approach to augment staffing. Our internal resources and external teaming partners collaborate with our customers and practice comprehensive, repeatable, and consistent processes.
CenturyLink Partners and Awards

**Powerful Partners**
We’ve built strategic alliances with the world’s best-in-class hardware and software vendors to give your agency the solutions it needs from our ecosystem of partners such as: ADTRAN, Arista Networks, Avaya, Broadsoft, Ciena, Cisco Systems, Ericsson, HP Enterprise, NETSCOUT, Nokia, Nuage Networks, Red Hat, Microsoft and more. CenturyLink has built a software-based network core to provide you with a single IP infrastructure that can support your demands and deliver NFV-based versions of appropriate products and technologies to meet your exacting requirements.

**Awards**

2018 and 2019 Wash100
Named by Executive Mosaic/GovConWire
Dave Young, Senior VP of Strategic Government

2018 Top 100
Washington Technology Contractor #29
Modernize and Transform

Contract vehicles provide your agency with the opportunity to solidify your network foundation, upgrade your infrastructure and obtain advanced security solutions through new and transformative contracts. Whether you are undergoing a full-scale modernization effort or simply migrating to newer technology, we can help.

Contact your CenturyLink account manager or visit us here.
Digital + Government

= IT That Enables Modernization

Government IT Services Buying Guide