



OPERATIONS AND MAINTENANCE SERVICES (OMS)

Effective technology requires effective operations and maintenance. Get the most from your telecommunications and IT systems with efficient life cycle management and solid operational processes. MorganFranklin provides a wide range of operations and maintenance support services to organizations focusing on enterprise Command, Control, Communications, Computer, and Information (C4I) systems and missions.

MorganFranklin offers the following Operations and Maintenance Services (OMS):

LIFE CYCLE SUPPORT SERVICES. Sustainment of enterprise C4I systems throughout the life cycle. These services include:

- Maintenance Management Services—development, implementation, and execution of preventive and corrective maintenance policies, procedures and tools.
- Depot-Level Repair Services—component-level repair of COTS/GOTS C4I systems.
- Help Desk Support Services—focal point for customer support and call center operations.

OPERATIONS SUPPORT SERVICES. Management, outsourcing, and execution of enterprise C4I-related operations. Generally performed at client sites, examples of these services include:

- Operations Center Support—outsourcing or augmented support for Emergency Operations Centers (EOCs), Network Operations Centers (NOCs), Command and Control Centers/Posts, and Communications Centers.
- Executive Telecommunications Support—deployment and operation of C4I systems to support executive communication needs in garrison and/or travel scenarios.
- Intelligence Analysis—augmentation of intelligence analysis organizations with Full-time Equivalent (FTE) personnel with specific subject matter expertise.

MorganFranklin Corporation's Operations and Maintenance Services are comprised of seasoned telecommunications and IT professionals, proven processes and practices, and a keen focus on clients' needs. The end result is simple: ensured sustainment of enterprise operations.

In addition to providing support services at the client site, MorganFranklin owns and operates a depot repair facility. Our depot facility is fully staffed and has all of the tools and test equipment necessary to provide depot-level support for all of your enterprise C4I systems. With this facility, we are ready to serve as the “one-stop-shop” for all of your life cycle support needs.



We Know the High-Stakes Implications of Our Work:

- Maintain high quality of service
- Rapid insertion of technology
- Minimize risk of downtime
- Operational resiliency
- Lower cost of operations
- Extend value of existing investments
- Ensure optimal performance of existing IT
- Adherence to compliance standards
- Simplified management