




# CAPABILITY STATEMENT


 UEI: #DWZ8CZYQL1H9  
 CAGE Code: 8P7G8  
 DUNS: 117169509  
 Contract: #47QTC A21D00CC

## Company Profile

ICG Automation is a technology consulting and software development services company with a strong focus on cloud management, automation, and building cloud applications for enterprises as well as extensive experience integrating 3rd party systems with VMware and ServiceNow. We specialize in bringing different cloud solutions together through automation to provide business visibility, operational awareness, and a service-driven focus for public, private, and hybrid cloud. The result is unprecedented flexibility and manageability of enterprise cloud solutions.

### Company Highlights

- Solution design and architecture of the entire VMware Cloud Foundation and Aria Suite stack, providing scalability, logging, and monitoring solutions to provide security for the SDDC. As a result, the largest customer at VMWare experienced a 40% increase in the rate at which new VCF instances were deployed across the enterprise while strengthening security, implementing proper logging and alerting, improving efficiency, reducing configuration drift, and minimizing performance issues by 30%.
- Delivered a fully configured VMware Aria Automation 8.x solution with a robust set of workflows that modernized cloud deployments and created a centralized and enforceable standardized server deployment process. The result provided consolidated and streamlined control with visibility of deployments allowing for easier management of servers to engage in proactive optimization, identifying and mitigating security vulnerabilities more quickly to better ensure business continuity and data security.
- Built automation that positively impacted 70% of incoming support incidents, redirecting them towards existing automated service requests or simplifying the end-user experience while requesting their services.
- Developed a consolidated digital workspace that streamlines the user experience, providing alerts and notifications in real-time to address issues efficiently.

### Core Competencies

- VMware SDDC Design, Deploy, and Optimization
- Application Modernization
- Multi-Cloud Strategy and Design
- VCF, Aria Suite, and NSX Experts
- Cloud Management & DevOps
- Governance Risk and Compliance
- ServiceNow Services and Solution Provider (ITSM, ITOM, GRC)
- ServiceNow Custom Application Development
- Expert 3rd Party VMware Integrator
- Support Help Desk Automation

### Differentiators

- Preferred VMware partner since 2014.
- VMware CMA Principal Partner 2022-2023.
- ServiceNow Premier and Build Partner since 2018.
- Delivered 150 Successful Cloud Enterprise Engagements to date.
- Expert ServiceNow 3rd party integrator.
- Infrastructure Experts, Automation Engineers, and Programmers with diverse skill sets.
- Remediation specialists, reducing technical friction amongst multiple project teams.
- Project escalation resolution experts, regaining customer confidence when projects go off track.

- Solution design and architecture of VMware Cloud Foundation resolving complex and long delivery times for applications, improved development lifecycles, and a uniform approach to automation with the ability to scale and leverage existing tenant networks across equipment racks in a Fault Domain and/or Availability Zone. The solution enabled the deployment and migration of tenant workloads across all other regional data centers in the US while creating a standardized toolchain across the organization.
- Automated a resource onboarding process that originally took three weeks without the proper cloud governance and management, now reduced to hours, resulting in impactful gains in efficiency and labor effectiveness.
- Optimized a consolidated digital workspace which had a significant boost in productivity and reduced instances of stress during high volume times, ultimately delivering enhancements to customer service and improved quality of life for on-call engineers.

### Past Performance - VMware Subcontracting

#### Federal & SLED



#### Commercial Customers



### GET IN TOUCH

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## Success Stories

**Client: JP Morgan Chase**

**Project: Cloud Foundation (VCF) and Aria Suite Solution Design and Implementation**



**About the Client:**

As America's largest bank and VMware's largest customer, JP Morgan Chase operates a monolithic global private cloud used to achieve an extensive list of business goals and cutting-edge requirements.

**The Problem:**

With a massive and complex estate of geographically dispersed data centers that support its global private cloud and internal networks, JPMC needed a way to scale and centralize its cloud infrastructure and a team with the experience and knowledge to architect, implement, and integrate VCF and the Aria Automation product stack.

**The Solution:**

ICG architected and operationalized JP Morgan Chase's cloud infrastructure by deploying (3) greenfield VCF management and workload domain instances across (16) physical racks using automation which included VMware's core components (vSphere, ESXi, vCenter, vSAN), NSX, Salt Stack and the Aria Suite. Used SDDC Manager to create new clusters and increase the number of available resources in the environment, and created logging, Telemetry, and a monitoring strategy to provide security for the SDDC. as well as built custom AWS API automation and created custom dashboards to monitor VDI performance.

**The Result:**

JPMC experienced a 40% increase in the rate at which new VCF instances were deployed across the bank's enterprises while strengthening the security of their estate by implementing proper logging and monitoring, minimizing performance issues by 30% and diminishing configuration drift through automation resulting in a stable and consistent cloud infrastructure.

**Client: FedEx**

**Project: Aria Operations 8.x Design, Deployment and Optimization**



**About the Client:**

As one of the largest multinational conglomerates in the world focused on transportation, e-commerce, and business services, FedEx operates a monumental infrastructure that requires visibility and an efficient way to manage operations.

**The Problem:**

FedEx has a massive physical and virtual infrastructure that must be monitored globally 24/7 in near-Realtime, to ensure business continuity and enable packages to be delivered on time. Proactive monitoring that notifies FedEx's engineers of issues and outages is pivotal in the success of delivering packages and business-critical services to both internal and external customers.

**The Solution:**

ICG achieving its objective of architecting, deploying, and stabilizing Aria Operations led to the minimization of performance issues, an effective backup strategy leveraging Continuous Availability (CA), a configured Single Sign-on for all Aria Suite products, the configuration of signed SSL certificates, as well as a custom alerts strategy to monitor the entirety of FedEx's physical and virtual cloud infrastructure.

**The Result:**

With the enablement of real-time monitoring, there is now a solution to resolve complex and long outages, with improved uptime and a uniform approach to manage its infrastructure efficiently and effectively. FedEx can now scale out alerts around the world with Aria Operations, and achieve multi-region Aria Operations deployments with the ability to monitor tenant workloads globally.

**Client: Verizon**

**Project: Cloud Foundation (VCF), Architecture Design & Deployment**



**About the Client:**

As the second largest telecommunication conglomerate in the world, Verizon is a global leader in delivering broadband and other wireless services to consumer, business, and government clients.

**The Problem:**

With an ever-evolving innovation landscape, speed to market has become a vital part of the success of any large enterprise. The time taken to deliver services or remediate outages is pivotal in the success of delivering business-critical services to customers. To this end, Verizon's strategy to accelerate its development and provisioning of services faces both IT and business functionality challenges.

**The Solution:**

ICG designed a VCF solution that provides a self-service portal via Aria Automation for Verizon's application and support teams, to manage and deploy virtual machines into both VCF and Brownfield environments. The solution includes the centralization of VCF and Brownfield infrastructure monitoring, infrastructure logging, and automation to recover from hardware failures on the computer cluster level, as well as the ability to abstract and pool compute and storage resources.

**The Result:**

With a well-thought-through and tested solution in place, VCF can now resolve complex and long delivery times for applications, has improved development lifecycles, and has a uniform approach to automation. The result is the ability to scale and leverage existing tenant networks across the physical infrastructure, and achieve multi-region VCF deployments with ease, enabling the migration of tenant workloads across the Eastern and Western regional data centers with a standardized toolchain across the organization resulting in the acceleration of the delivery of services, the visibility to resolve issues in real-time and address outages much quicker than before.

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