

# Data Center and Facilities Management

Solving the demands of USPTO's increasing number of patent and trademark applications through data maintenance and management.

Enterprise IT

## Supporting USPTO's Data Center through O&M

### USPTO Mission

Foster innovation and competitiveness by providing high quality and timely examination of patent and trademark applications, guiding domestic and international intellectual property policy, and delivering intellectual property information and education worldwide.

Website: [www.uspto.gov](http://www.uspto.gov)

### What We Did

- ▶ *Data center facilities management*
- ▶ *System administration*
- ▶ *Hardware/software maintenance*
- ▶ *PBX support*

### Background

The United States Patent and Trademark Office (USPTO) is the Federal agency that grants U.S. patents and registers trademarks. To satisfy its mission and to meet the increasing number of patent and trademark applications, the USPTO leverages information technology (IT) resources through its two Data Centers in the Washington, D.C. area.

In total, USPTO's Data Centers house **168** accounting information systems (AIS) supported by over **5,000** IT devices including approximately **2,150** servers and **2.5 petabytes** of data storage. These two Data Centers support **8,900** USPTO employees and provide comprehensive IT support and hardware infrastructure.

### Challenge

The USPTO awarded Salient CRGT a five-year Data Center Facilities Management contract to provide comprehensive IT support. Through this contract, Salient CRGT was tasked to provide comprehensive management and support of hardware and software maintenance.

USPTO's previous management system for hardware/software maintenance was tedious and cumbersome. There were over **4,000** line items being tracked on over **20** separate spreadsheets with multiple tabs. No single repository to access support data existed in this system.

*Salient CRGT develops and employs award-winning enterprise IT methods and processes that deliver transformative results to federal agencies and commercial enterprises.*

## Our Enterprise IT Services

Our repeatable, Agile-based approach mitigates risk with proven engineering methods, tools, and frameworks. Our approach drives value and measurable results aligned with our customers' goals.

We deliver the most flexible, cost-effective services and expertise across the following areas:

- ▶ Core Infrastructure Voice & Data Network Services
- ▶ Virtual Compute Services
- ▶ Enterprise Service Desk
- ▶ Cloud Services
- ▶ Application Development & Process Automation
- ▶ Network Infrastructure
- ▶ Full Lifecycle Software Development & Software Engineering
- ▶ Cyber & Network Security

*"We appreciate the opportunity to provide expertise and cost effective solutions that enable USPTO to work towards their mission of fostering innovation and delivering high quality and timely examination of patent and trademark applications."*

**-Tom Ferrando,  
Salient CRGT President and CEO**

## Solution

Since 2008, Salient CRGT has been supporting USPTO by managing an infrastructure that stores over **3.4M** patents, **1.8M** trademarks, and processes more than **530,000** patents/**415,000** trademarks annually.

### ▶ O&M Support Ensures Data Center is Effectively Managed

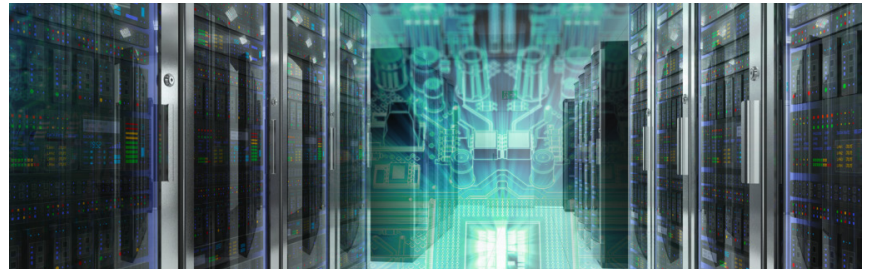
Salient CRGT provides comprehensive operations and maintenance (O&M) support for USPTO's data center.

### ▶ Customized Propriety Database Improves Organization

Our customized database allows USPTO to organize and validate their inventory and provides warranty tracking so they know when devices are coming out of warranty.

### ▶ Enterprise Life Cycle Management Provides Budgetary Guidance

To provide USPTO management with budgetary guidance and hard-ware forecasting, we developed Enterprise Life Cycle management procedures and manage the life cycle of assets from warranty to surplus. Additionally, we provide patch management and maintenance support, continuous monitoring and reporting of assets, and hardware/software maintenance and warranty added services using certified technicians.



## Impact

### ▶ Cost Effective

Salient CRGT solution saves over **40%** off the USPTO hardware and software maintenance budget.

### ▶ Quick and Easy Access

The new management system allows USPTO to quickly and easily access application systems used in the performance of work processes.

### ▶ Seamless Integration

The custom-built, web-based database communicates directly with the customer when action is required or information is needed regarding hardware. It seamlessly integrates with USPTO's Asset Management System, which allows them to quickly meet customer, product, and service needs.

### ▶ Measurable Performance

Our tiered approach provides quality performance through measurable hardware service level agreements (SLAs).

### ▶ Full Functionality

Data maintenance, database administration, and storage administration ensure data systems are fully functional and aligned to business needs.