

Simply put, the Leidos House IT Services (HITS) Premiere Plan is the solution to IT challenges in the House of Representatives. HITS is a term license-based support plan that covers virtually any IT hardware in your office (computers, laptops, printers, tablets, smartphones, scanners, etc.) plus support for the software that keeps your office moving forward.

You wouldn't forget about your district office (DO) and neither have we. Our HITS maintenance plan fully covers your DO with on-site stand-up services when you open the office and ongoing, personal support, just like you get in DC. **The HITS Premiere Plan starts at just \$1,650 per month.**

Here's what's included:

DEDICATED SUPPORT RESOURCES

- Dedicated staff assigned to your office
- Troubleshooting and resolution for everyday technology problems
- Fix or replace failed PCs and printers that meet House Standards (no warranty required)
- No additional cost for District Office on-site service for repairs, opening new offices, and office relocation support
- Proactive system performance monitoring
- 24/7/365 critical support for DC and District Offices
- Assistance maintaining IT hardware and software inventory
- Office technology consultation including needs analysis and procurement planning
- Customer "how to" support on most common office technologies
- Transition support services including individual employee turnover, coordination for special election and opening/closing whole office

SECURE CONFIGURATION & INSTALLATION

- Ensure all office technology is securely configured following House Standards
- Installation and support of House approved applications
- Account management including account creation, profile configurations, access permissions, and facilitating remote access
- Computer installation service includes imaging, security compliance, network configurations, printer mapping, and configuration of customer preferences
- Dedicated support for your office for House-wide initiatives i.e., upgrading Windows OS or iOS, Office 365, and mobile devices
- Direct support or third-party coordination to resolve any software or network configuration problems
- Assistance with understanding and complying with all House policies and policy changes
- Smartphone activation and setup

HARDWARE INSTALLATION

Expert computer and printer installation services are available to Leidos HITS customers. In-person installation in DC offices and remote support of your installation effort in District Offices are 100% included with the Leidos HITS Plan. In-person district office installations for third party purchased hardware is available for a fee and quoted upon request. When you combine hardware purchased through Leidos with a Leidos HITS Plan we offer premium installation services including rapid-delivery and in-person district office installation.



How We're Different from the Competition



SUPERIOR DISTRICT OFFICE SUPPORT

Our ability to successfully support District Offices (DOs) exceeds that of any other IT maintenance competitor. Our plan even includes full support for DO moves, a complicated process with many moving parts. Once you sign a lease for a new office space and the House approves, we spring into action and make sure all your IT is configured and connected in the new space.



LONGSTANDING RELATIONSHIP WITH HOUSE

Our decades of service on the Hill has earned us deep institutional knowledge for how the House operates and how to maintain compliance; always getting it right the first time. We are experts in following House policies and standards and are able to maintain current status, consult you when a policy changes and then execute when an action becomes necessary in order to stay in compliance.



DEDICATED SYSTEM ADMINISTRATOR

When you select a Leidos HITS plan, you'll be assigned one of our highly-skilled but also personable technicians. Your technician will truly become an extension of your staff and will work with you to handle issues before they become problems. Our "white glove" approach to serving our HITS clients means you benefit from a high-touch service approach.



HARDWARE MANAGEMENT

Maintaining your current hardware & software is part of what we do, but it's only half of how we help you keep your IT assets performing optimally. If the time comes for you to add or replace devices, our team will work with you to recommend makes and models that are best for you. We also keep an inventory of all your office's IT equipment so you always know what's on hand and available for staff.



A PERSONAL TOUCH & ONBOARDING SUPPORT

Our team prides itself on taking an extreme approach to responsiveness. To us, it's not good enough to simply take your calls and respond to emails. We make ourselves available in your office any time you need us, no questions asked. Some vendors offer 1x annual personal visits. We think our clients deserve better. Sometimes it's hard for a non-technical staffer to describe exactly what's going on and what kind of help they need. We'd rather walk the two blocks to your office and make sure we solve your problem the first time.

If you're interested in learning more about HITS plans or if you'd like to begin the contract process, please email us at house.sales@leidos.com.