



Information Technology Solutions

Federal Aviation Administration

For the FAA's National Information Resource Management Augmentation (NIRMA) program, AMTI provides help desk support, network administration, network engineering and physical installation and integration for FAA staffers located from Honolulu to San Juan. AMTI has certified technical support professionals in 42 strategically located sites to support 560 FAA facilities and more than 14,000 end users. Services include help desk and desk side support for hardware, software and data communications as well as life cycle management of IT assets. AMTI help desk specialists use an automated system to track all requests for assistance, collect statistics on hardware, software and system problems and measure performance on job requests.

National Science Foundation

The National Science Foundation (NSF) relies on AMTI to provide IT help services for its 1,850 onsite and remote customers as well as to provide first call resolution for approximately 250,000 customers worldwide who contact the agency's eBusiness call center each year. AMTI information technology professionals provide support for NSF's 2,500 personal computers, including desktops, laptops, tablets, Macs and BlackBerry's. Support also is extended to NSF's 1,500 panels and 14,000 panelists with a customer satisfaction rating of 98 percent.

We Make A Difference

Advanced Management Technology Inc. (AMTI) is a premier technology services firm with a proud legacy of supporting the Federal aviation, scientific, homeland defense and national defense communities. AMTI's proven success in information technology stems from our broad engineering expertise in developing applications and supporting systems designed to proactively respond to, resolve, and fulfill customer needs.

A Complete Range of Information Technology Capabilities

AMTI's information technology capabilities are focused on five main areas:

- Enterprise software application development services
- Network services
- Information security services
- Multi-tier help desk services
- Internet and intranet services

A Proven Record of Delivering Excellence

AMTI has a history of seeking out the most challenging IT projects and delivering high value, cost effective solutions. Whether supporting the National Science Foundation's 14,000 panelists with help desk services or providing onsite technical support for 560 Federal Aviation Administration facilities across the country, AMTI's Project Management Institute Project Management Professionals (PMP) employ proven tools and techniques to ensure each project is completed on time and on budget.

Standard Processes Ensure Program Success

At each stage of the information technology life cycle, AMTI's standard procedures and proven processes provide the foundation for success. Our help desk support uses a three-tier problem resolution process following the Information Technology Infrastructure Library (ITIL) guidelines. Software developed and maintained by AMTI uses Carnegie Mellon's Capability Maturity Model Integration (CMMI) process goals. AMTI has undergone the Carnegie Mellon University Software Engineering Institute appraisal and is currently rated at CMMI Maturity Level 2.

We Can Make a Difference for Your Agency

To learn more about how AMTI can support your challenges, contact Sherri Chadwick, Vice President of Business Development, at 703.373.0275 or via email at Sherri.Chadwick@AMTI.com.