MICROTECH
PEOPLE | PERFORMANCE | SOLUTIONS

Social Security Administration (SSA)

MicroTech provides Enterprise IT support to over 110,000 users, at 1800-plus sites globally, with over 200 onsite staff at the Baltimore, Md. campus.

Technology

- LAN, WAN, MAN service
- Mainframe computer administration
- Support of 2,000 servers and Windows Active Directory
- Desktop, laptop, smart phone support
- Telecommunication voice services
- Integration of both agency-written and Commercial Off-The-Shelf (COTS) software

Highlight

The MicroTech Voice Services Team (VST) is responsible for various communication services at the SSA, including audio conferencing, long distance calling card, toll-free long distance, and fax services. Currently these services are being transitioned across the government, from the FTS 2001 contract to the new Networx contract.

SSA has consistently been in the lead of all of the large government agencies in this transition. This is due to the award-winning teamwork and dedication the MicroTech team has shown in working to complete this goal.

Awarded the 2010 OTSO Associate Commissioner Award for:

- Voice Services
- CAPRS Application Support
- Cisco 2900 Tech Refresh

"The Social Security Administration has led a textbook transition [in switching telecommunications services to Networx]. Other agencies should look to such examples..." –Karl Krumbholz, Director of Network Services Programs, GSA Federal Acquisition Service