CRI ADVANTAGE OVERVIEW

CRI delivers transformative IT and Cyber Services in the support of DOE and its diverse mission. We apply industry best practices using leading technologies like ServiceNow, combined with an innovative approach to attract and retain talent, proven to keep knowledge within the DOE. Our approach improves customer satisfaction and decreases costs for our customers.

CLIENTS

Federal

U.S. Dept. of Agriculture
U.S. Dept. of Defense
U.S. Dept. of Energy
U.S. Dept. of Homeland Security
U.S. Dept. of Interior
U.S. Dept. of Justice

National Laboratories

Argonne National Laboratory
Brookhaven National Laboratory
Idaho National Laboratory
National Renewable Energy Laboratory
Oak Ridge National Laboratory
Pacific Northwest National Laboratory
Sandia National Laboratories
SLAC National Accelerator Laboratory

UNMATCHED IMPACT: OUR MANAGED SERVICES IN ACTION

Operations Center/Field Services	→ Managed more than 6,000 users
Messaging and Collaboration	→ Managed 200,000 messaging seats
Platform Management	→ Managed 200 ERP Servers
Data Management	→ Managed 750 TB of Data
Web Services	→ Managed 2,000 Web Sites
Web Security	→ Managed 1,500 Web Sites
Application Management	→ Managed 150 custom applications
Storage Area Networks	→ Provisioned 2nd largest SAN in the US

DESIGNATED SMALL BUSINESS

GSA Multiple Award Schedule (MAS) Contract
NAICS Codes – 518210, 541219, 541511, 541512, 541513, 541519, 541611, 541690, 541990, 561320

CERTIFICATIONS

ISO 27001:2022, ISO 9001:2015, ISO 20000-1:2018, CMMI for Services, Maturity Level 3, Appraisal #27533

PERFORMANCE RESULTS

Increased:

- Mission focus
- End-user satisfaction
- Staff retention

Decreased:

- Operations costs
- Response time
- Staff turnover

CMMI SVC /3
ISO 9001:2015 CERTIFIED COMPANY
ISO 27001 Information Security Management Certified
ISO 20000 IT Service Management Certified
servicenow.

ADVANTAGE

Solution &
Service Offerings

IT MANAGED SERVICES

- Service Desk
- IT Operations Center
- End-User Support
- Infrastructure Computing
- Cloud Computing

SERVICENOW

- Governance, Risk, and Compliance
- Application Development
- Workplace Service Delivery
- Customer Service Management
- IT Asset Management
- IT Operations Management
- Strategic Portfolio Management
- Field Service Management
- Implementation, Consulting, Support & Training

servicenow
Partner
Public Sector

Premier

CRI is a DOE Small Business of the Year Awardee for providing an IT Managed Service to a National Laboratory.

CRI is a small business ServiceNow Premier Partner, a unique combination in the public sector.

CYBERSECURITY

- Enterprise Risk Assessment
- Audit Readiness and Technical Controls Testing
- Advanced Penetration Testing
- Digital Forensics & Incident Response (DFIR)
- Managed Detection & Response (MDR and EDR)

APPLICATION ENGINEERING

- Requirements Definition and Analysis
- Database Development
- Cloud Application Development
- Quality Assurance
- Web Development and Portals

CRI performs a broad range of cybersecurity services for DOE, DOJ, DHS, state, and local and commercial customers.

CRI provides IT Staff Augmentation to help secure the nation's critical infrastructure.

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