DLT’s Confirmed Stateside Support (CSS) is an unrivaled support advantage that delivers U.S.-citizen, U.S.-soil, ITAR compliant technical support, 24x7x365. The CSS offering is housed in the DLT Operations Center, a state-of-the-art secure facility in DLT’s Northern Virginia headquarters. Established in 2005, the DLT Operation Center is the epicenter for multiple vendor support programs and cloud/managed services offerings tailored towards government agencies mission and technical requirements. The offering is registered with the U.S. State Department for ITAR compliance (PDTC# M38838).

Who Needs DLT’s CSS Offering?
The DLT CSS offering is uniquely structured to meet the specific requirements of the public sector IT market. Customers meeting any of the following criteria should consider DLT’s CSS offering for their technology support needs:

- Support a government agency with sensitive data sets
- Requirement to adhere to government regulatory guidelines such as HIPPA, ITAR, FISMA, etc.
- Agency guidelines not allowing datasets/logs to be sent overseas
- Other Federal/State regulations directed to specific agencies data safety requirements

Clients Who Have Leveraged DLT’s CSS*

*Some companies cannot be publicly named due to NDA agreements
DLT PUBLIC SECTOR QUALIFICATIONS

Major Contract Vehicles
View a complete list of contracts: DLT.com/contracts

- GSA IT Schedule 70
- NASA SEWP V
- ClO-CS
- DoD ESI Contracts
- Agency-Specific Contracts (BPA, ELA, & IDIQs)
- OMNIA Partners
- NASPO ValuePoint
- TIPS
- NCPA
- Internet 2

Distinctions and Awards
View a complete list of awards: DLT.com/awards

- Veritas Platinum Partner
- Veritas Technical Services Partner Program & Consulting Partner
- Veritas Partner of the Year
- NetApp Platinum Partner
- NetApp Authorized Service Partner
- Red Hat Public Sector Partner of the Year
- Red Hat Certified Cloud and Services Provider Partner
- AWS Audited and Certified Managed Services Partner
- AWS Public Sector Partner
- AWS Premier Consulting Partner

Additional Information
In this public sector offering, DLT engineers provide Level 1/Level 2 (L1/L2) certified technical support, have access to the OEM’s Level 3 engineers for priority escalations, and maintain ownership of case data and log to ensure U.S.-soil stateside data containment.

The DLT Engineering staff works on more than 5,000 + cases a year, with an average customer satisfaction rating of over 98%.

Visit DLT.com/CSS to learn more.