

U.S. Citizen – Soil Support



Confirmed Stateside Support

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



DLT CSS at a Glance

- Support calls answered by a live person on U.S. soil (i.e. no phone prompts or wait times)
- Industry Leading Service Levels (24x7x365 is DLT's standard SLA and support offering)
- Single phone number for all services and product impact alerts
- Monitoring of all service activity
- Specialized reporting and analysis
- Discounted pricing for support, training, consulting services, and additional OEM products

Clients Who Have Leveraged DLT's CSS*



*Some companies cannot be publicly named due to NDA agreements

DLT

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DLT PUBLIC SECTOR QUALIFICATIONS

Major Contract Vehicles

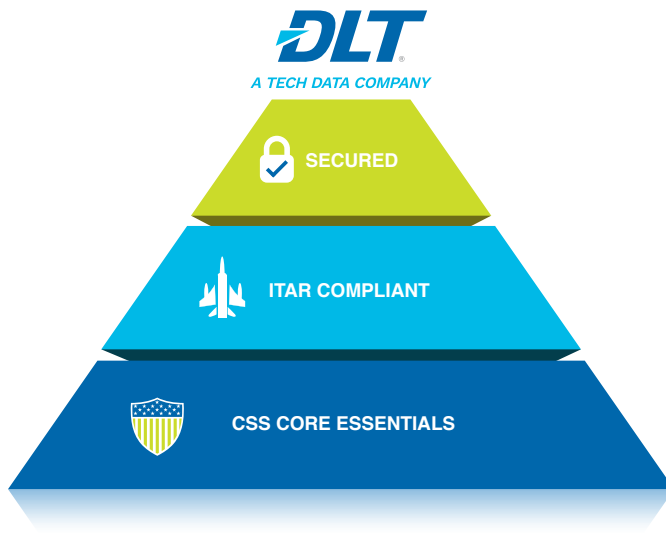
View a complete list of contracts: [DLT.com/contracts](https://dlt.com/contracts)

- GSA IT Schedule 70
- NASA SEWP V
- CIO-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](https://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](https://dlt.com/CSS) to learn more.