

CATCH THE WAVE

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★ INTELLIGENT WAVES LLC

Thank you to our contributors!

Kelsay Arnsmeier
Adam Ball
Lauren Caldwell
Mercy Chogogudza
LaVonne Fowler
Kenny Grammick
Shirley Terry
Kris Perry

Milestone Achievements | January - September 2018

1 YEAR OF SERVICE

Sean Campbell
Nolan Wohl
La'Vonne Fowler
Lauren Austin
Jonathan Redford
Jajuan Smart
Cedric Johnson
Robert Howe II
Joshua McDuffie
Steven Schlossberg
Keisha Bryan
Homoud Al Aaed
Ike Ezeani
Sreevalli Illendula
Zaijha DeCruise
Randall Waddy
Kristofer Perry
Edward Barnett
Marc Villegoureix-Ritaud
Aleksander Banks
Christa Evans
Robert Walden
Teresa Yerdon
Eugene Garrison
Kyle Hussey
Timothy Jackson
Tracy Reid
Scott Banks
Yolanda Prislupsky
James Trimmer
Lee Foster

Joseph Bangs
Yau-Liong Tsai
Gary Johnson
Cassine Jackson
Herbert Poole
Warren Murray
John Rainey
Stephen Gray

3 YEARS OF SERVICE

Matthew Knadler
Malcolm Hutchinson
Jeffrey Ruszczyk
Phillip Greve
David Ryan
Frederic Hayoz
Marc Lasky
Anna Wrobel

5 YEARS OF SERVICE

Matthew Stern
Hector Concepcion
Matthew Williams

10 YEARS OF SERVICE

John Ingalls
Marqus Hutchinson

KUDOS! YOU NAILED IT!

"I wanted to take the time... and commend **James (Jim) Trimmer** for his work with helping me. He has continued to show his willingness to go above and beyond even following untraditional paths to get the job done. James shows daily that he is committed to ensuring that VA Employees, Contractors and ultimately Veterans have all they need to succeed."

"**Mr. Israel Tindal** went above and beyond to help us today get a new employee... setup with an email address. He... essentially has fulfilled our VA mission "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans." Thank you very much Mr. Israel Tindal for the excellent customer service!"

"I wanted to take the time out to say thank you [**Tim Jackson**] for aiding me to regaining Cisco AnyConnect - VPN access... I attempted several times to resolve the issue... to no avail. After 1 hour 15 min of continuous triage, you were able to resolve the issue experienced and restored me to full operation. Thanks for identifying the problem and not quitting until the issue was resolved."

"I am sending a note of my appreciation... specifically expressing my personal thanks for the excellent IT support that **Ms. Michelle Reid** provided over the past two days with a laptop, likewise - as she has done over the past few years. She is an exceptional, bright, self-started with vast IT experience and holds excellent demonstrated IT skills... Ms. Michelle Reid was diligent and perseverant over two days, working through many issues. She applied a different approach, until successful in resolving problems and overcoming causes of remote connect failure. She completely resolved all that needed attention with INC0607027 in a superb manner."

CATCH THE WAVE

MISSION FIRST



Enable secure, end-to-end information sharing and communications from any technology, anywhere.

WHAT

Our mission statement is our compass. It helps to guide us in a successful direction. It orients us and provides an overall focus. It is built into our culture and makes an impact on our behavior. It is supported by core values:

- Commitment to the mission
- Setting high standards
- Not quitting or accepting defeat
- Working together as a team
- Leading effectively and motivating others

WHY

Why are we mission-driven? It's because we want to make an impact in the world of technology. We want to open lines of communication that were once believed to be impossible. We want to make information sharable without the harmful risks of threats. We want to protect data, and ultimately, the people and lives that depend on that data.

HOW

How do we do it? It starts with you - the brilliant minds at the core of our operations. Everything you do supports our mission, from tier 1 help desk password resets to enterprise level implementations of complex hardware and software solutions. Collectively, these tasks, large and small, drive innovation and change for our customers and their missions.

OPEN ENROLLMENT

Open Enrollment Ends October 5th

Open Enrollment runs from September 24th - October 5th. Enrollment changes will become effective November 1, 2018 and runs through October 31, 2019. This is your annual opportunity to change plans and add or drop eligible dependents from coverage. At the conclusion of Open Enrollment, the only other opportunity you have to make changes is when you experience a Qualifying Life Event (QLE). Your HR Team is excited to partner with United Health Care, Lincoln Financial, and Flores to provide Intelligent Waves employees with new and improved benefit options.

Visit the **ADP WFN Employee Portal** to complete your enrollment, find the benefits summary, review the recorded open enrollment sessions, and view the most recent town hall meeting.

To enroll in benefits, visit:
<https://workforcenow.adp.com/public/index.htm>

Human Resources and Open Enrollment Point of Contacts:

Mercy Chogogudza, VP of HR
Morinna Twigg, Benefits & Payroll Specialist
La'Vonne Fowler, HR Generalist
Olivia Andrawis, HR Coordinator

703-766-7999 ext. 125

humanresources@intelligentwaves.com

ENROLL NOW



A Letter from the President

Team,

It's with great pleasure I am able to announce the release of Intelligent Waves' first quarterly newsletter. In an effort to continually improve communication, your Human Resources (HR) team in conjunction with your Marketing and Communications (MARCOM) team developed this messaging platform especially for all of you. Our goal is to keep you informed of the exciting things we are doing as an organization and where we are moving in terms of our market segment. Most importantly, we want to recognize your great initiatives and accomplishments. We deeply appreciate your

steadfast determination to hold yourselves to the highest performance standard daily and know that without it, organic and new business growth would not be possible.

I'm also pleased to announce our company is now over 12 years old and has grown, matured, and evolved over that period of time. We began and continue to be a team of focused innovators, technologists, analysts, and leaders. We leverage all that we have built to deliver impact and solve problems for our government customers, continuously achieving our strategic corporate milestones.

For example, we are nearing the 200 full-time employee mark. We have responded to employee driven requests in redesigning our benefits package. We WON a seat on the Army's largest IT services vehicle ITES-3S! We WON a seat on GSA's VETS II IDIQ! We are working diligently to solve the secure mobility challenge in both the civilian and DoD market segments with full end-to-end solutions encompassing a product and an integrated solutions approach. We are on the cusp of expanding our services in the company by over 30 employees in the next 60 days alone.

WE HAVE MOMENTUM! YOU ARE PART OF IT! We will continue to foster and encourage an agile working environment that responds and flexes together to the team's collective needs. I challenge each of you to spend 8 hours a month working on a project somewhere else in IW; helping other teams in IW; helping capture new business; and helping improve our infrastructure, our processes, our certifications, and our capabilities. Dig in with us. Leave the impression and value of who you are on this team and make it more. We... WE.... WE WILL MAKE THIS AMAZING!

Thanks to all of you, to your families, and to all the work and effort you give currently and in the future!

Very Respectfully,
Jared Shepard

Let's Get Social

Intelligent Waves is on social media.



Connect with us on LinkedIn



Follow us on Twitter @IWLLC



Like us on Facebook

Let Your Voice Be Heard

Leave a review on [Glassdoor.com](https://www.glassdoor.com)

Help us recruit great talent like you. Let us know what it's like to work at Intelligent Waves. We're listening and so are millions of job seekers.

“Only those who will risk going too far can possibly find out how far one can go.”

- T.S. Eliot

PROMOTIONS



James Howell promoted to Chief Operating Officer (COO). James joined Intelligent Waves in 2010 and has held leadership roles as Vice President, Professional Services and Chief Information Officer. He previously directed contract execution for all CONUS and OCONUS IT services to the Department of Defense, Department of Veterans Affairs, Department of State, Department of Homeland Security and the North Atlantic Treaty Organization for the Company. Prior to joining Intelligent Waves, James spent 23 years in the U.S. Army as an Air Defense Artillery and Signal Officer.

As COO, James will assume responsibility for leading day-to-day business operations, executing long-term strategies for growth and ensuring operational excellence across all functional areas of business.



Heather Woodall promoted to Vice President, Strategic Partnerships. Heather joined Intelligent Waves in 2011. Most recently serving as the Director of Sales, she leveraged nearly two decades of sales and account management experience to drive growth and oversee the company's VAR (value-added reseller) operations. Her achievements include successfully leading the acquisitions of GSA CEC and NASA SEWP contract vehicles.

In her new role, Heather is responsible for building & leading a strategic partnership program with system integrators, OEMs, resellers, veteran and military services organizations, vendors and small businesses that will drive profitable revenue growth and enhance our ability to deliver an exceptional customer experience.

Deploying Innovation for AFRL

Since 2014, without much success, Air Force Research Lab (AFRL) had been trying to get Zenoss operational (installed, configured, and monitoring the enterprise) in the Open Architecture Distributed Common Ground System (OA DCGS). Zenoss is a Health & Status tool - an agentless suite of applications that communicate with numerous categories of devices (hardware, VMs, appliances, individual applications) using secure communication protocols to collect metrics to determine the health and status of the enterprise. By the summer of 2017, leadership for OA DCGS was considering removing Zenoss from the weapon's system. As a last-ditch effort to rescue the project, AFRL and Zenoss reached out to Intelligent Waves (IW) to provide engineers who could provide consistent, quality support to get the product deployed and operational.

IW entered a model partnership agreement with Zenoss to provide the skilled resources needed for the project. Zenoss would deliver the in-depth training required to get the folks up-to-speed on the Zenoss suite and its operation, allowing IW resources to serve as the Zenoss Professional Services Support to AFRL and manage deployment activities.

IW quickly sourced potential candidates and assembled a skilled team of professionals to get the effort off the ground in August 2017. The team received immersive training at the Intelligent Waves Innovation Center and began executing Zenoss installs on the OA DCGS test environments at Robins AFB in the fall. By the end of the year, the team had installed and configured Zenoss on most of the test environments and was ready to begin installs on the production systems.

Now deployed on many production systems, Zenoss is up and operational today. AFRL leadership, the Program Office and local site commanders are excited to see Zenoss working during Operational Testing and are looking forward to the continued evolution and growth the usage. The successful deployment of Zenoss helps AFRL to increase agility, ensure reliability and consolidate monitoring of their IT operations.



Marqus Hutchinson and Kris Perry accept the Vision & Innovation within an Industry Award at the Z Awards during the Zenoss GalaxZ Conference on behalf of AFRL.

Let's hear it for the team: Jajuan Smart, Cedric Johnson and Ruben Villarreal.

Continued Praise and Support

In the summer of 2018, the Air Force was awarded the "Vision & Innovation Within an Industry" award at the Z Awards during the Zenoss GalaxZ Conference. The Vision and Innovation Award recognizes technological achievements of individuals, companies and partners that demonstrate an innovative vision and agility to meet the businesses' needs. Award description: "With Zenoss already deployed to over a dozen sites with many more planned, the USAF is committed to preventing IT system outages that support critical missions. Leveraging the Zenoss extensible platform ensures that the USAF will have the ability to support the technology stacks for active missions into the future. We also recognize Intelligent Waves, a government contractor who has stepped up to partner with Zenoss on this program. The team continues to provide tireless on-site and remote support for all deployments. On behalf of the USAF, we hereby present this award to the Intelligent Waves team". Marqus Hutchinson, Kris Perry and Jajuan Smart accepted the award on behalf of USAF/AFRL. Marqus subsequently presented the award to the OA DCGS AFRL lead - Dr. Ryan Durante.

With the initial deployments wrapping up, IW is working closely with AFRL and Zenoss to continue support as OA DCGS is installed at dozens more sites worldwide. IW will be expanding the team with subject matter experts to support development, integration, updates, customization and training of Zenoss capabilities. View these opportunities and more by visiting our careers page: www.intelligentwaves.com/employment-opportunities/.

Further Reading

- AFRL support DCGS Hybrid Cloud: <https://defensesystems.com/articles/2017/01/27/afdcgs.aspx>
- How the USAF made its ISR Network Cheaper to Run and Easier to Upgrade: <https://www.defenseone.com/ideas/2017/10/how-us-air-force-made-its-isr-network-cheaper-run-and-easier-upgrade/141806/>
- IW Job Posting for System Monitoring Engineer: https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ad45cb2a-bb43-4233-a976-f1e750c3a849&cclid=19000101_000001&jobId=225772&lang=en_US&source=CC4

QUALITY

Intelligent Waves is an ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013, and CMMI-SVC Maturity Level 3 certified organization. These certifications show our commitment to quality and represents our capability to deliver the highest quality of work to our customers. A major facet of our quality framework is continual improvement. Continual improvement serves as the backbone for best practices and is a major function of the organization as we continue to grow and mature. To ensure we are staying proactive and working towards improving our internal and external facing processes, we have established a Process Improvement Team (PIT) consisting of representatives from the different business functional areas within the company. The PIT meets bi-weekly to review risks, issues, on-going process improvement initiatives, audit results and suggestions for new process improvements. The PIT establishes the approach to implement a new process improvement, identifies the stakeholders, assigns responsibilities, and manages the improvement to completion. Suggestions for process improvements can come from anyone in the company and are typically based on work experiences, lessons learned, risk analysis, root cause analysis (from incidents, issues, or nonconformance), and enhancements in technology. Suggestions for improvement are highly encouraged. To suggest an improvement for the company whether in scope of our quality certifications or out of scope there are a few ways to complete, email Kenny Grammick, Quality Manager (Kenny.Grammick@intelligentwaves.com), or inform your immediate supervisor. Your suggestion will then be reviewed by the PIT and added to the process improvement schedule.