



24 X 7 Operations and Help Desk Support

MAR's Intelligence and Special Programs (ISP) organization is rooted in supporting 24/7/365 mission critical operations for classified programs in both enterprise-wide managerial and technical roles. MAR has experience in the rapid planning, development, implementation and follow-on lifecycle support to round-the-clock operations in response to quick reaction capabilities (QRC's) and planned operations. MAR provides high level Enterprise Managerial services to support real-time monitoring of critical systems, enterprise-wide Active Directory support, intelligence community helpdesk and formal messaging support, and networking and system administration support at all levels for 24/7 operations. As part of MAR's 24/7 support we have also provided both Tier 1 and Tier 2 help desk services. As part of these services we have supplied a wide range of Help Desk support ranging from general user support, mission critical system support, to application specific targeted services.