

30
YEARS
OF EXPERIENCE

GB TECH

Company Brochure

Mission-Critical Solutions for a Dynamic World

www.GBTech.com



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Gale Burkett
Founder

Our Company:

About GB Tech

Founded in 1986 by Gale and Jean Burkett, GB Tech has been providing technical services and IT support to government and commercial clients for decades. Our foundational experience with NASA and other aerospace giants shaped our approach to business: All work is mission-critical – failure is simply not an option. This commitment to our clients and a constant pursuit of excellence has fueled us for the last 30 years.

We offer a wide variety of services with a focus on IT services and software security testing, as well as project management, logistical support, and on-site surveillance and security solutions. Our goal is simple: to provide you with mission-critical support in a dynamic, constantly changing world.



Our Company:

GB Tech's Ideal Client

Our ideal clients recognize the risks and obstacles that impede their business mission and care about finding the right solution to the challenge their business faces – not the cheapest, fastest, or flashiest one.

Our relationship will
be fruitful if:

- You have a fearless outlook and are willing to embrace innovative solutions
- You prize quality and professionalism over a quick fix
- You want a thorough solution – a new coat of paint isn't enough

Our Company:

GB Tech's Services

IT Services



Professional
Network Services



Unified
Communications



Business
Continuity



Help Desk
Support



Cloud Services



Mobile Device
Managment &
Mobile Productivity



Virtualization

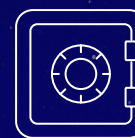
Software Quality & Security



Software Quality
Assurance / Verification
& Validation



Third-party
Application
Assurance



Secure Applications
Development



Web Application
Security

Other Services



IT Infrastructure



Project
Management



Logistics



Surveillance
and Security



IT Services:

Professional Network Services

In order to reach its full potential, your business needs a well-designed and carefully maintained network. State-of-the-art hardware and NOC services will set your business up for long-term success. We offer long-term support to help spot areas of inefficiency and ward off potential issues long before they pose a threat to your network.

Benefits:

- Network designed to fit your workflows
- Continual network monitoring catches impending threats and issues
- Designed with future hardware and software needs in mind

“North American IT spending by small and medium-sized businesses to hit \$686B in 2017.”

— Insight



IT Services:

Unified Communications

Communication is a major contributor to the success and maturity of a business. VoIP, Office 365 integration, and a variety of desktop and mobile applications can streamline communications in ways you didn't know were possible.

Benefits:

- Improved workflows
- Increased communication and collaboration
- Enhanced customer relations



The global unified communications market will reach \$75B by 2020.”

— Grand View Research

IT Services:

Business Continuity

Trouble doesn't sleep and neither does mission-critical support. Unplanned downtime can rob your business of millions and bring productivity to a grinding halt. Business continuity plans and disaster recovery services ensure that if disaster strikes, you'll be prepared.

Benefits:

- Eliminate unplanned downtime
- Prepare for natural and everyday disasters
- Reduce dependence on your office

“The cost of information and communication technology downtime is substantial, from \$1 million a year for a typical mid-size company to over \$60 million for a large enterprise.”

— IHS Markit



IT Services:

Help Desk Support

When your technology quits on you at a crucial moment, you don't have the time to sit around and wait for assistance. GB Tech's help desk is on standby 24/7, 365 days a year to help you overcome your technical difficulties.

Benefits:

- No barriers to access
- Experienced and certified technicians
- Improved time to resolution

“More companies are outsourcing their help desk responsibilities; help desk outsourcing is growing by an estimated 5.7% annually.”

— Technavio.



IT Services:

Cloud Services

Fully embrace the power of the cloud by migrating your data and workflows to a virtual workplace. Cloud services offer a better way to store, access and manage your data while driving increased collaboration.

Benefits:

- Access data anywhere
- Encourage collaboration
- Improved continuity planning

“International cloud spending is on track to double to \$141 billion in 2019.”

— International Data Corporation

IT Services:

Virtualization

Maximize the use of your infrastructure hardware resources to reduce costs and deliver the capabilities of innovative solutions like the virtual servers, virtual desktops, and backup/recovery. Virtualization involves running multiple operating systems simultaneously on a single server, and is the perfect way for small and medium-sized businesses to gain the advantages of a multi-server environment without the capital expenditure on additional hardware.

Benefits:

- Maximize the resources used by your hardware
- Spin up servers and systems in minutes, not hours
- Reduce hardware costs



Three-quarters of senior executives say projections for cost savings after virtualization implementation have been fully realized, and 70% say virtualization has had a significant impact on efficiency and cost savings.”

— CIO Insight



IT Services:

Mobile Device Management & Mobile Productivity

Incorporating mobile devices into your business will improve your productivity in unprecedented ways – but you need to make sure to do it securely. When you come to us for secure mobile device management, we'll reduce the risk and complexity of managing all those devices across your network. All you have to do is sit back and benefit from content collaboration and secure access to corporate resources anywhere, anytime.

“66% of IT managers' greatest security concerns stem from connecting personal devices to the corporate network.”

— Lumension

Benefits:

- Increase security & compliance enforcement
- Reduce the cost of supporting mobile assets
- Increase productivity & employee satisfaction

Software Quality and Security:

Software Quality Assurance / Verification & Validation

Software testing requirements are constantly evolving and have both legal and functional ramifications. Our work with NASA and the Department of Homeland Security has conditioned us to aim far above the bottom line when ensuring the integrity of your development process.

Benefits:

- Find fatal errors before it's too late
- Eliminate cost of fixing broken software
- Protect end users



A new study from IDG Research reveals that more than sixty percent of internally developed applications are not assessed for critical security vulnerabilities such as SQL Injection and Cross-Site Scripting.”

— IDG Research



“ 72% of applications have at least one encapsulation flaw.”

— HPE Cyber Risk Report

Software Quality and Security:

Secure Application Development

Security professionals identify application-layer vulnerabilities as the number one security threat for their organization. Our proactive approach helps developers build for security early in the process, securing all your applications across the Software Development Lifecycle (SDLC) — from code development to pre-production testing and production.

Benefits:

- Automated analysis supports the speed of modern DevOps
- Functional and secure code developed quickly
- Protect end users



Software Quality and Security:

Third-Party Application Assurance

If you're like most businesses, more than two-thirds of your enterprise software portfolio – including commercial and outsourced applications, SaaS, third-party libraries and open source code – is provided by third-parties. We can verify that all your vendor-supplied software is functional and secure.

Benefits:

- Protection from security breaches outside your development organization
- Industry best practice governance process

“In 2015, 97% of scanned Java apps had code quality errors.”

— 2016 HP Cyber Risk Report



Software Quality and Security:

Web Application Security

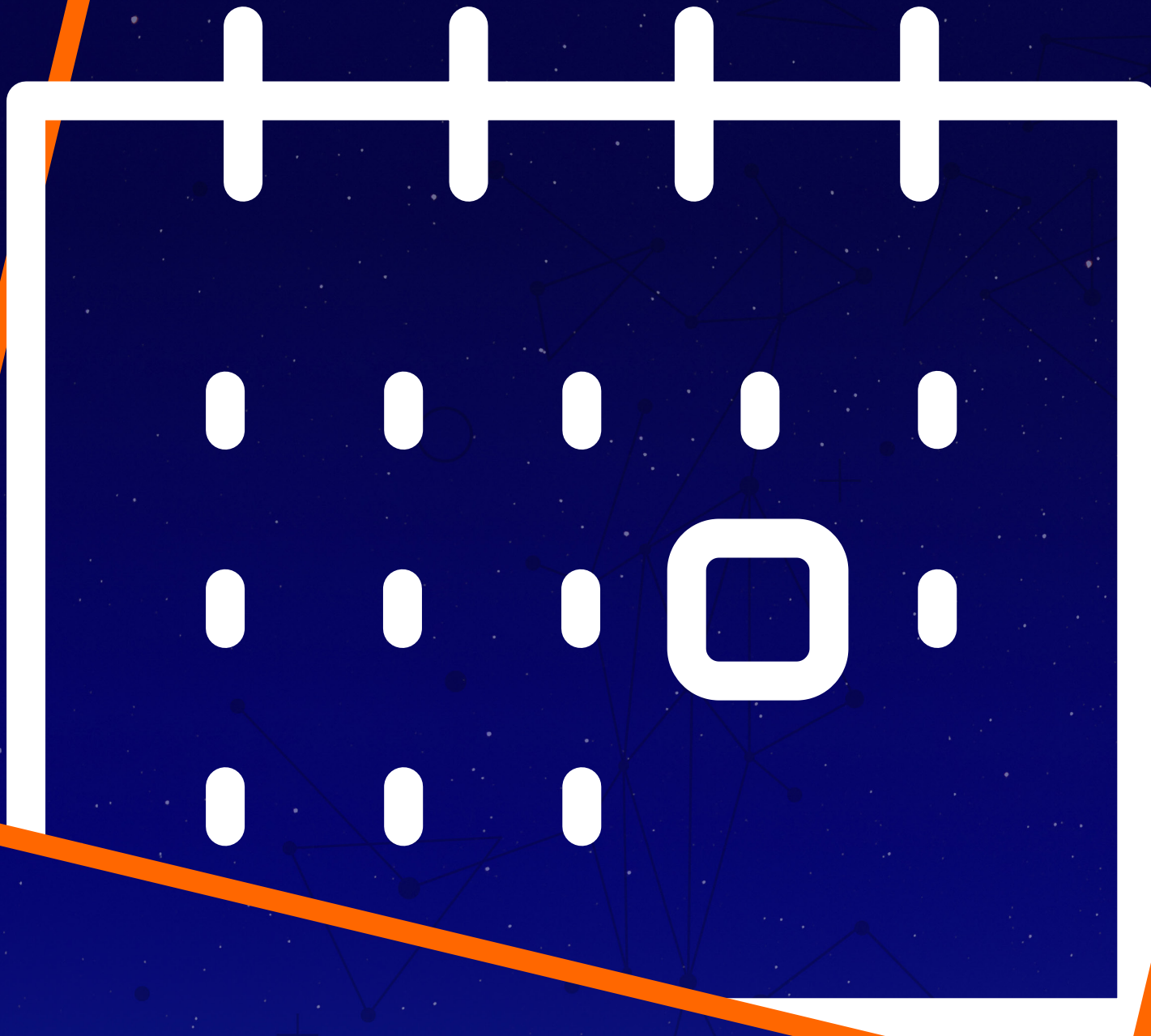
Now that cybercrime has evolved beyond network firewall intrusions, developers have a duty to do all they can to protect users from digital threats. Our web application security services mitigate the risk of intrusion through the application layer.

Benefits:

- Test and scan thousands of web applications simultaneously
- Protect end users from fraud
- Protect your business from data breaches

“On average, any website has somewhere between 5 and 32 major vulnerabilities.”

— 2016 Web Applications Security Statistics Report



Other Services:

Project Management

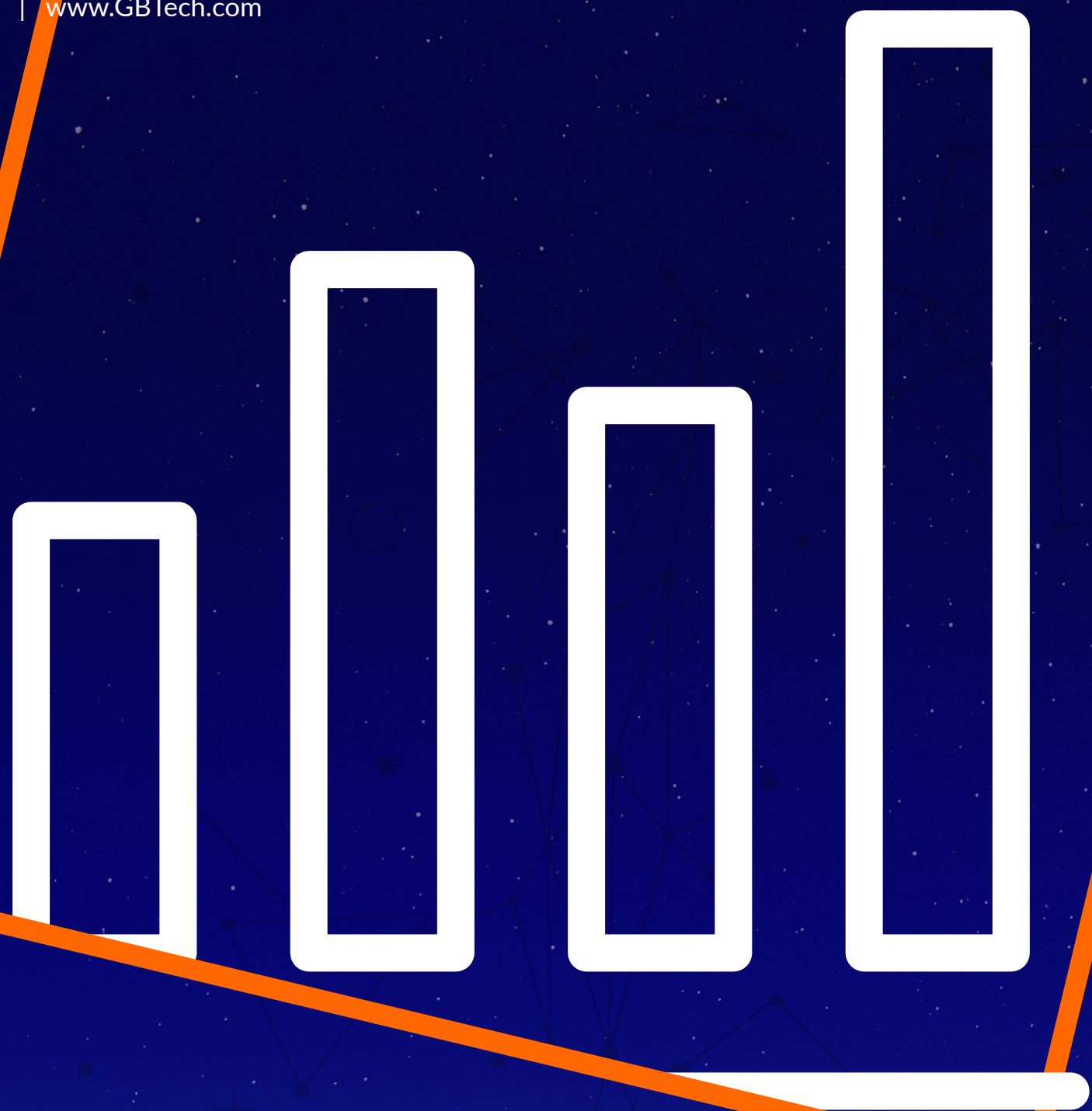
We earned our stripes in human spaceflight, where the mission depended on scheduling, process control, and attention to detail. Our consulting and project management services will help ensure that your project runs as smoothly as possible.

Benefits:

- Eliminate wasteful spending
- Gain experienced insight
- Eliminate downtime resulting from poor project management

“ Nearly half of executives believe that supply chains are becoming shorter and simpler.”

— Supply Chain Dive



Other Services:

Logistics

Acquisition, warehousing, inventory and transportation are just a few essential components of great logistics. When these puzzle pieces don't fit together properly, it can cause major problems for your business. We can refine your processes and make sure every part of your supply chain is connected seamlessly.

Benefits:

- Streamline complex processes
- Shorten supply chains
- Decrease project completion times

“60% of respondents are using technology to increase visibility within orders, shipments and inventory to improve operations.”

— Capgemini Consulting



Other Services:

IT Infrastructure

Your IT infrastructure is like a skeleton for your business – the other parts may be doing the hard work, but the skeleton is what supports you and keeps you moving along. Our technicians double as architects that can rework your infrastructure to fit your needs for years to come, and our experts can turn cable management into a work of art:

Benefits:

- Increase stability of applications
- Improve network bandwidth
- Futureproof design for new technologies

“ 30% of increased IT budgets in 2017 are being dedicated to IaaS.”

– IDC

Other Services:

Surveillance & Security

You want your business to be as safe and secure as possible, and so do we. Working with sensitive information and valuable materials doesn't leave room for gaps in security, and GB Tech's knowledge of state-of-the-art surveillance technology can keep your facilities safe from both internal and external threats.

Benefits:

- Deter criminal intents
- Ensure employee and property safety
- Keep accurate record of events in your workplace



Physical security integrators that don't learn more about cybersecurity will fall behind very quickly. This is a major concern for 2017 and beyond."

— SDM

Our Process:

Ready, Set, Liftoff!



We'll Find Out What You Need

To solve your problem, we need to know exactly what we're dealing with. The first step toward a lasting IT solution is a thorough technology needs assessment.



We'll Engineer a Solution Just for You

Once we know what needs to be done, our battle-tested team of IT professionals will get to work designing a solution specifically for your business. We don't believe in one-size-fits-all or slapping some duct tape on your problems, and our solutions will keep your business growth strategy in mind and scale as your business grows.



We'll Make You Part of the Discussion

Now that we have a plan of action, we'll sit down with decision-makers in your business and share the course of action we've decided on. We want you to know what we're going to do, how we're going to do it, and what kind of benefits you should expect to see.



We'll Get to Work

We'll get the job done and disrupt your business as little as possible. When the hardware and software are online and your staff is trained, your business will be equipped with powerful IT solutions.



We'll Always Have Your Back

Our work isn't over at the end of the day. While you're taking advantage of your new capabilities to grow your business and help realize its full potential, we'll be providing continuing IT support to ensure everything runs smoothly.

Case Study:

Prospective Client in Distress

In 2013, GB Tech was hired by a company that had worked with two other IT providers in the last six months. The last IT company walked out on the client because they couldn't handle the issues that the client was having.

The Challenge

- The client's network was crashing multiple times per day, sometimes as much as four times each day. Each time this happened, their IT provider would dispatch a technician to troubleshoot the issue and get the network up and running. The costs mounted quickly.
- The client had viruses throughout their network and their previous providers did not notice or remove them. This was a contributing factor to the regular network crashes.
- The client had the right kind of firewall, but it was not properly configured to protect the network from outside threats.
- The client has three sites that were not able to talk to each other due to the network configuration. One of the previous providers had assembled a temporary fix, but not a lasting resolution.

The Solution

As the third IT company in six months, we knew we were going to be dealing with dissatisfied and frustrated end users. We planned to perform a thorough assessment of all the issues and assign priorities to each problem we discovered.

We assigned top priority to security. We noticed during our assessment that the firewall did not have any of the security services enabled. We configured the firewall to block internal and external threats, curbing the excess traffic that was causing the network to crash. The firewall also identified and isolated which machines had viruses. This helped us take them offline, clean them, and get them back on the network. We also deployed enterprise-level antivirus software to all the endpoint devices as an additional layer of security.

The second issue that we tackled was a comprehensive infrastructure upgrade to bring the company's hardware in line with their growth rate. The client was growing very quickly, nearly doubling in size each year. Previous IT providers had cobbled together temporary but unsustainable solutions that kept things running. We sat down with management to get an understanding of their growth plan. The solution that we designed in 2013 is still in place and functioning normally.

Since working with GB Tech, the client has grown from 45 employees to 170 employees without having to invest in additional IT server infrastructure.

The third issue we tackled was connectivity between sites. We were able to identify the problem and implemented a solution that allowed the offices to communicate freely.

Since working with GB Tech, the three locations have reported full connectivity for 99.9% of their operating hours.

Case Study:

Following a One Man Band

GB Tech acquired a client that was being taken care of by an independent IT provider. The client's biggest issue was that the individual was hard to reach and slow to respond. The client realized that it was time to look for another service provider that could meet their needs.

The Challenge

- The client is heavy user of a common applications, but experienced daily issues
- The client experienced connectivity failures throughout the office
- The client did not have a way to access files from outside the office
- The previous provider had a slow response time
- The previous provider did not update the client's technology and did not follow IT best practices

The Solution

As with all clients, we performed a thorough network assessment so that we could identify the issues that were causing the problems on the network. During that assessment we identified multiple problems. Since we identified so many issues, we provided a proposal to the client that was broken down into three phases in order of importance.

During our initial assessment we noticed that all of the client's infrastructure and licensing was obsolete and no longer supported by Microsoft. The aging infrastructure was causing application crashes, and the outdated licenses opened up the client to cyberattacks. The client did not have a firewall or antivirus protection.

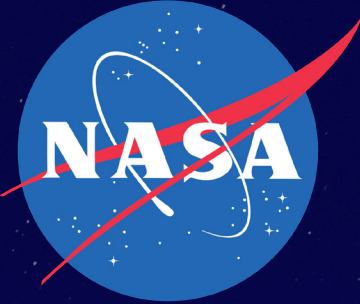
We started by installing a firewall and business-class antivirus software on all endpoint devices. We then upgraded their infrastructure to meet the client's project needs for the next five years. This phase restored connectivity and prevented further software collapses.

Our second order of business was to connect the client's two offices and provide a secure VPN connection for remote work so that employees could access files outside of the company premises. The solution we designed has operated flawlessly ever since.

Our third order of business was to improve the internal speed of the network. This required hardware purchasing and a completely new network configuration. With our team of engineers we were able to take care of this task very quickly.

The client gained access to GB Tech's 24/7 help desk, solving the response time issue they experienced with their previous provider. The best news, however, is that GB Tech's solutions are running so effectively that the client rarely calls for support.

Case Study:



NASA Satellite

Software Verification & Validation for a NASA Satellite

GB Tech's software testing experts integrated with the Northrop Grumman team to provide software verification and validation for NASA's Interstellar Boundary Explorer (IBEX) satellite. We carefully reviewed requirements, code, design documents, and test artifacts with the goal of ensuring mission success.

Thanks to state-of-the-art code analysis tools and unified modeling techniques, we were able to pass along several important findings to NASA and Northrop Grumman, including one critical issue that could have led to IBEX's processor crashing. We were able to reduce future costs on in-flight software updates and prevent a potentially fatal error.

IBEX was launched in 2008 and is still in use. It is tasked with collecting useful data about the edge of the solar system that gives us a better understanding of our place in the galaxy.

Case Study:



Department of Defense

Risk Mitigation in Department of Defense's Joint Strike Fighter

We were approached by a DOD subcontractor called Saft America, Inc. with the goal of providing software verification and validation on the Joint Strike Fighter's (JSF) lithium ion battery management system, a key facet of the fighter's avionics platform. In addition to software testing, we assisted in the production of requirements and design documentation.

After working separately from Saft in accordance with Lockheed Martin policy, we were able to make more than 200 recommendations for code improvements. Additionally, we discovered a major problem that required the release of a new software version. Thanks to our discoveries, Saft was able to make improvements to the system before integration with the JSF, dramatically reducing the cost of the project and bringing the JSF more in line with the DOD's affordability goals.

Case Study:

JACOBS

Jacobs Engineering Group

NASA-controlled Hardware Inventory Project alongside Jacobs Engineering Group

Jacobs Technology, an advanced arm of Jacobs Engineering Group, was tasked with a massive inventory project at Johnson Space Center. The assignment called for a 100-percent inventory of more than 42,000 line items and 3 million piece parts of hardware – an estimated 11,000 man hours of work. Due to a new timetable, the project needed to be complete in two months.

The project was further complicated by the security issues associated with working in a NASA security – all employees would require screening, testing and various certifications before beginning work.

Within one week of Jacobs's request for proposal, GB Tech was able to scale up its logistics team and get to work. With our logistical expertise and project management insight, the project was completed six weeks ahead of schedule and 50 percent under budget.

Case Study:



Homeland Security

Homeland Security Software Verification and Validation

Since 2008, GB Tech performs IV&V on border security systems for Department of Homeland Security's (DHS) Office of Technology Innovation and Acquisition. As subcontractor to NTT DATA Federal, GB Tech is responsible for source code analysis for this program and has found and reported hundreds of instances of potential operational faults, security vulnerabilities, maintenance, and quality issues within the 1.5 million+ lines of code in the predominantly object-oriented development environment.

GB Tech utilizes state of the art tools and expertise to detect vulnerabilities in critical applications, including third party software. GB Tech staff also acts as observers and event recorders of all official test events to ensure functionality of these important national security systems.



30
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Serving Clients Since 1986

We'd love to get in touch.
Feel free to reach out to us by
phone, in person or online.



Houston

2200 Space Park Drive, Suite
400, Houston, TX 77058

Phone: (281) 333-3703

Galveston

2200 Market Street, Suite 326
Galveston, TX 77550

Phone: (281) 333-3703

