LORE
systems

IT Professional Services

Overview

Lore Background

Founded in 1995, Lore Systems, Inc. provides advanced technology solutions which enable better, more efficient and more secure ways for our clients to achieve their missions.

Based in the Washington, DC region, we are a leading technology services firm specializing in IT support, managed datacenter hosting and cloud computing, enterprise network and infrastructure engineering, and high-level strategic IT consulting.

Our Mission Statement

Lore Systems' mission is to provide our clients with the very best technology user experience by making IT "easier, friendlier, and more reliable."

Our Services

Lore provides complete design, implementation and management of IT and telecommunications infrastructures including:

- IT network support, help desk & technical support – onsite and remote

- Managed datacenter hosting in our Tier 3 datacenter facilities

- Cloud computing and virtual private servers (VPS), Infrastructure as a Service (IaaS), and Platform as a Service (PaaS)

- Datacenter consolidation

- Application migration

- Virtualization

- Network design and architecture

- Network security analysis and deployment

- Disaster Recovery and Continuity of Operations Planning (DR/COOP)

- Independent Validation and Verification (IV & V)

In addition, we provide high-level strategic consulting and technology assessments, as well as due diligence services for all of the above.

Our Clients

Lore serves a diverse set of over 200 clients including the Federal government, state and local government, Fortune 1000 companies, small and medium-sized businesses, national associations, and not-for-profit organizations.

Our Technology Partners

In order to provide the highest quality levels of service to our customers, Lore Systems maintains strong relationships with industry leading partners including Cisco, Dell, Microsoft, IBM, VMware, EMC and Apple, among others.

Contracts and Certifications

Lore is a holder of State of Maryland CATS II vehicle.

The company is an NMSDC (National Minority Supplier Development Council)-certified Minority Business Enterprise.

Technical Expertise

Our Services

Lore Systems' solutions encompass all facets of technical infrastructure and managed hosting issues, as well as emerging areas such as Datacenter consolidation, Telework and Green IT.

Our solution set can be broadly categorized as follows:

- Cloud – Virtual Private Servers (VPS), IaaS, and PaaS

- Networks and Desktops

- Data Security

- Datacenter – managed hosting

- Independent Verification and Validation (IV&V)

Datacenter and Cloud Computing Services

- Tier 3 Facilities – dedicated and fully managed hosting

- Virtual Private Servers

- Infrastructure as a Service (IaaS)

- Platform as a Service (PaaS)

- Managed colocation – firewalls, updates, patches, monitoring, security, backups, etc.

- Enterprise hosting

Network Infrastructure

- Advanced enterprise network engineering

- Full onsite and remote desktop support services

- Complete IT help desk and technical support services tailored to individual client requirements on a 24 x 7 x 365 basis

- Hardware as a Service ("Virtual Server Room")

- Virtual Private Servers

- Network administration and monitoring

- Virtualization

- Network expertise: Microsoft, Cisco, Unix, Linux, Apple, VMware, Oracle

- 24 x 7 x 365 Client portal (customers can log and track work orders in real-time)

Data Security

- Advanced information and data security

- Intrusion detection systems/firewalls

- Data encryption

- Patch and security updates

- Security assessments

The Lore Advantage

Our Value Proposition

At Lore, we take a strategic, client-centric approach in everything we do. We start with our clients' business objectives, and work from there to help enable more efficient, more cost effective, and more secure ways for them to achieve these objectives.

We seek to understand not only your IT objectives, but your overall business strategy and direction, in order to be a better strategic business partner for you. Our client's goals are our goals.

We place particular emphasis on the client relations process in every engagement, and our program management and engineering teams are trained to be highly communicative, proactive, transparent, and analytical as we deliver our services. We understand fully that we are in the business of providing excellent service and high ROI for our clients, so we know that we have to deliver high performance each and every day.

For over 20 years, we have provided IT professional services, so our clients benefit from our experience, depth of knowledge, and relationships in the marketplace.

Client Benefits

- Lore Systems corporate culture of client-centricity, urgency, proactivity, and continual improvement

- Client Relations resource assigned to each relationship

- Primary and secondary engineering resources

- Experienced and Reliability – 20 years of experience handling hundreds of implementations
    - Best practices
    - Industry contacts
    - Thought leadership
    - Technical expertise

- Lore Secure Client Portal
    - 24/7 and Real time entering and tracking of tickets and work orders

- Internal communications tool
- Accessible from anywhere via web browser

- Client Relations
    - Detailed SOWs so expectations are set
    - Proactive communication
    - Proactive analysis of feedback and results
    - Customized Reporting

- Simple, easy to understand billing

Lore Secure Client Portal

- Client Information: Your company information such as contact person, physical address, or billing address is updated on the Portal.

- Account Management: Contact information for your Lore Account Manager and other key contacts listed on the Client Portal.

- Tickets or work orders: View, or check status on work orders, tickets, or change requests. You can also see additional ticket status updates from Lore engineering.

- Announcements: New client announcements and information about upcoming events are posted on the Client Portal.

- Security: All order requests and payments are encrypted via SSL (https).

- Technical Support: Client employees can view their technical support and support entitlement privileges. Clients can determine if they have an active technical support contract or purchase time and materials as requested.

- Payments: Credit card payments can be made via our Portal. You can also schedule one-time payments in advance, or authorize automated monthly payments. Lore accepts Visa, MasterCard, and Discover.

LORE NAICS CODES	
Codes	**Descriptions**
517911	Telecommunications Resellers
517919	All Other Telecommunications
518210	Data Processing, Hosting, and Related Services
519120	Libraries and Archives
519130	Internet Publishing and Broadcasting and Web Search Portals
519190	All Other Information Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative and General Management Consulting Services
541613	Marketing Consulting Services
541618	Other Management Consulting Services
541690	Other Scientific and Technical Consulting Services
541990	All Other Professional, Scientific, and Technical Services
551114	Corporate, Subsidiary, and Regional Managing Offices
561421	Telephone Answering Services
561422	Telemarketing Bureaus and Other Contact Centers

CONTRACTS & CERTIFICATIONS	
	Maryland CATS II Master Contractor
	Certified MBE (minority business enterprise) by NMSDC (National Minority Supplier Development Council)

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