



Providing innovative information and communication technology (ICT) solutions with unmatched service

For seventeen years, Leonardo DRS has consistently delivered cost-efficient, reliable, and scalable technology solutions throughout Alaska's remote and challenging environments. The company primarily provides schools and health clinics with broadband services and optimized network applications such as video teleconferencing. It also offers high-quality enterprise solutions, including managed services, technology support, cybersecurity, and 24x7x365 network operations.

Leonardo DRS operates and maintains resilient fiber optic, microwave, and satellite networks, including a 600-mile microwave network from Fairbanks to Allakaket. "We have served over 125 remote Alaska installations, from the Arctic Circle to the Southeast to the Aleutian Chain," says Vickie Kelly, Business Development Manager, Alaska. "We span the whole state."

Leonardo DRS is a leading technology innovator and supplier of integrated products, services and support to military forces, intelligence agencies and defense contractors worldwide. The multi-billion-dollar, Arlington, Va.-based contractor facilitates mission-critical, classified programs, providing extremely secure communications, information assurance and network security. "We bring that experience, depth of knowledge, and support into what we do in Alaska," Kelly says.

PRIORITIZING AVAILABILITY AND RESPONSE

In Alaska, Leonardo DRS distinguishes itself by the high availability of its broadband services and rapid response. The company never wants a customer to be without service—even if it means chartering a helicopter or plane to solve the problem. "Our group is passionate about the support they provide," Kelly says.

The ability to react quickly is due to the size and resources of Leonardo DRS' support group. Of the more than 6,000 employees at Leonardo DRS, the Global Enterprise Solutions business unit maintains a seven-person staff in Alaska and ten in Montana, that provide direct support to operations in Alaska. In addition, there are another 250 personnel in Dulles, Virginia that make up reach-back support. It recently donated bandwidth to support rural schools during the coronavirus pandemic and helped the Tanana Chiefs Conference establish a wireless network for a COVID testing center. "Whenever there is a need, we try to respond very rapidly," she says.

KEY TO SUCCESS

Leonardo DRS' accomplishments in Alaska are guided by its intentional approach to expanding. It's about not trying to be all things to all people but looking at where the company can provide the best quality service and growth in that area. Expanding its microwave network with two new towers in Indian Mountain and Allakaket is a prime example.

Other important success factors entail keeping current with technology and being vendor-agnostic, which enables Leonardo DRS to offer an array of solutions from diverse manufacturers. But perhaps the most essential components of the company's performance are its long-time staff and their constant dedication. The Alaska support team encompasses program analysts, a program manager, and a senior network engineer with an impressive 29, 18, and 16 years, respectively, with the company. They, along with Kelly—a 32-year Alaska technology industry veteran—care deeply about being available for their customers.

Leonardo DRS also supports clients with a 24x7x365 help desk and two backup help centers. "We have three points of contact to ensure customers can reach someone any time should they need anything," Kelly says.



For more information, contact



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