Experience

As federal departments and agencies strive to deliver enhanced services to the American people, system operations, maintenance and sustainment play a key part in critical missions. Raytheon has the experience and proven track record for delivering effective, reliable solutions you can depend on.
Experience Innovation Delivered

With more than 80 years of experience behind us, Raytheon leverages proven tools, process discipline and program leadership to drive superior performance that meet our customers’ operations, maintenance and sustainment needs.

Raytheon’s record of providing excellent systems integration services and program performance has enabled us to successfully deliver complex and critical systems.

- Our services **experience** is exemplified by our full range of operations, maintenance (O&M) and technology infusion capabilities.
- With our talented teams, proven tools and industry-best processes (such as ISO, CMMI and ITIL), we drive **innovation** to operations.
- We draw on our experience and innovative tools to **deliver** results and assured mission performance that our customers have come to rely on.

Experience

From domain-specific expertise to infrastructure services, Raytheon provides a full range of proven operations, maintenance and sustainment capabilities.

**Operations and Maintenance (O&M)**

**IT Infrastructure**
- WAN, LAN and enterprise network support
- Desktop
- Enterprise applications
- Technology modernization and system enhancements
- Help desk

**Mission Systems**
- Real-time operations
- Data processing, distribution and analysis
- Mission planning
- Command and control

**Facilities Management**
- Base operations
- Ground system and terminal maintenance
- Project management
- Asset management

Technology applications using agile, small-scale development and COTS tailoring provide a **low-cost, quick turnaround** approach to systems development.

**COTS Lifecycle Management**
- COTS/GOTS hardware and software maintenance
- Information Technology Infrastructure Library (ITIL) based operations
- Long-term planning and requirements analysis based on FEAC, DoDAF enterprise architectures
- SEI CMMI - Level 3 implementation
- Raytheon’s PWERTM Tools

**Innovation and Technology Infusion**

**Complex Data Systems**
- Specialty engineering for large data systems
- Web services/applications to enable visualization
- Service-oriented architecture designed for high data loads
- Data mining and analytics to automate data correlation

**Domain-specific expertise**
- Orbit analysis
- Sensor data interpretation
- Algorithm development
- Ground system engineering
- RF antenna design
Innovation

Maximizing limited resources is a challenging part of doing business today. Raytheon can help. Innovative approaches, proven tools and cutting-edge technology enhance the services we deliver to our customers and help you do more with less.
Mission-driven People

Raytheon’s world-class, experienced integration experts, solution engineers and professionals thrive in our deeply rooted culture of embracing diversity and supporting our customers’ mission.

Further strengthened by our mature quality management systems based on ISO, CMMI and ITIL, our teams consistently drive high performance on our programs.

Enterprise Mission Support Center (EMSC)

The EMSCs are the cornerstone of Raytheon’s ability to deliver support and innovation to engineering systems across a whole enterprise.

From an EMSC facility located anywhere in the world, government agencies can deliver operations, maintenance and support; remote installation; incremental enhancements; as well as laboratory capabilities to prototype, pilot and introduce new, innovative products across various sites. An EMSC has two components – the Engineering Lab and the Maintenance Center – providing reliable and sustainable IT services and innovation.

Results-based Cost Model

Using real-time data and automated reports, Raytheon’s program dashboards provide critical performance information faster and more cost-efficiently. With our Results-based Cost Model, agencies now have the ability to assign costs to mission activities, products and results, enabling you to make smarter critical investment decisions.

POWER™ Tools

Proven Worldwide Execution at Raytheon (POWER) is an integrated suite of ISO 9001 certified processes and tools, matured through reuse and best practices from successful program applications.

- **Initiation and Design**
  - POWER Business Process Reengineering – program design, process analysis and workload optimization using industry best practices such as Raytheon Six Sigma

- **Transition**
  - POWER Contract Transition – program initiation and start-up process
  - POWER Workforce Transition – recruitment, placement and re-badging of incumbent employees

- **Execution**
  - POWER Performance – tailored, ITIL-based operations and maintenance (O&M) approach certified under CMMI for Services and ISO
  - POWER Engineering & Maintenance Tool Suite – fully integrated set of vendor-neutral, collaborative maintenance and engineering tools
  - POWER Program Dashboard – web-based portal providing key financial, risk and performance metrics
  - POWER Risk Management Process – integrated approach to risk and opportunity management
  - POWER Task Order Management – proven approach to IDIQs and task order-based programs

Cybersecurity

Raytheon’s O&M programs leverage decades of experience in cybersecurity, information operations and information assurance (IO/IA) to successfully protect our customers’ critical information and infrastructures from the most complex threats. With a complete suite of offensive and defensive solutions, we can reinforce your IT infrastructures to constantly monitor and protect against breach, fraud, theft and sabotage.
Delivered

Everyone can build systems. But not everyone can build systems that deliver real results. Whether your objectives center around enterprise modernization, homeland security, defense or international intelligence — you can rely on Raytheon to enable your vision and achieve results.
In support of border management missions, we helped the Department of Homeland Security modernize and integrate information processing systems.

Raytheon processes more real-time intelligence data than anyone—three times the amount of data in the Library of Congress daily—to support critical missions.

We manage the operations, maintenance and evolution of AWIPS, leveraging service-oriented architecture and open source software to improve the National Weather Service’s ability analyze and disseminate weather data.

We helped the FBI develop and deploy N-DEx, a national law enforcement information-sharing system enabling local, state, federal and tribal agencies to "connect the dots" and work together to quickly respond to threats.

Raytheon developed and continues to manage the largest non-classified data system in the world, collecting unprecedented volumes of data to aid NASA in its understanding of the Earth climate processes.

Raytheon helped the Defense Finance and Accounting Service (DFAS) achieve more than $38 million in bottom-line savings and more than $500 million in cost avoidance in the first three years of deploying Lean Six Sigma.

**Delivering Results**

We deliver results to intelligence, defense and civil agencies including: