



Pivotal Insight and MDIC Announce BMC Remedy Implementation Contract for the Department of Homeland Security

Washington, DC – March 1, 2007 – Pivotal Insight, LLC, a government best practices consulting and research firm, announces an award by the United States Computer Emergency Readiness Team (US-CERT) of the Department of Homeland Security (DHS) for full life-cycle deployment and support of a system to automate Incident Handling and Service Desk Management activities. In an earlier phase of this effort, DHS selected the Remedy IT Services Management (ITSM) Suite of products from BMC Software to support US-CERT.

Monroe Defense Industry Consulting, Inc. (MDIC), a subsidiary of Pivotal Insight, and partner Information Resource Management, Inc. (IMRI) will perform the project work over five years. The team will install, customize, configure and maintain the Remedy applications to support Incident Response Management (IRM) and the Mission Operating Environment Service Desk to provide traditional help desk functionality including management of assets, incidents, problems, configurations and service levels.

About US-CERT

The United States Computer Emergency Readiness Team (US-CERT) is a partnership between the Department of Homeland Security and the public and private sectors. Established in 2003 to protect the nation's Internet infrastructure, US-CERT coordinates defense against and responses to cyber attacks across the nation. US-CERT is charged with protecting our nation's Internet infrastructure by coordinating defense against and response to cyber attacks. US-CERT is responsible for analyzing and reducing cyber threats and vulnerabilities, disseminating cyber threat warning information, and coordinating incident response activities.

About the Monroe Defense Industries Consulting, Inc. (MDIC)

MDIC, a wholly-owned subsidiary of Pivotal Insight, is a professional services firm focused on the defense sector, providing both technological and advisory services for public and commercial clients. MDIC provides its clients with solutions and business intelligence to improve performance. Specific capabilities include system engineering, technology integration, logistics, and program management. MDIC also advises clients seeking to better manage their technology and business services. MDIC is located in Colonial Beach, VA and is a small women-owned business. For more information, contact us at 703-914-2760.

About Pivotal Insight, LLC

Pivotal Insight is a research and intelligence firm providing executives with perspective and information about government. We quickly identify, analyze, and improve upon the relevant experiences of other government organizations and then work with our government executive clients to apply these lessons in their organizations, helping government learn from government. For more information, visit www.pivotal-insight.com

About Information Management Resources, Inc. (IMRI)

Established in 1992, IMRI is committed to assisting businesses and government organizations in proactively managing technology assets and improving communications infrastructure to minimize interruptions of their critical operations. Our core area of expertise is implementation, integration, and management of mission-critical enterprise solutions. Our service offerings are Enterprise Technology and Telecommunication including Data Center Automation and Operations, Integration, Broadband, and VOIP Hardware and Services. For more information, contact IMRI at (949) 215 8889 or at www.imri.com/