



CASE STUDY

USDA Digital Infrastructure
Services Center

Transforming Cloud Service Delivery Through Self-Service Automation



EXECUTIVE SUMMARY

The USDA's Office of the Chief Information Officer (OCIO) faced the challenge of modernizing their National Information Technology Center (NITC) to meet growing demands for cloud and infrastructure services. Their existing processes for managing virtual machine (VM) provisioning and cloud services were manual, time-consuming, and didn't scale to meet customer needs. With limited integration capabilities and heavy reliance on professional services, they needed a more agile and efficient solution.

By implementing Kinetic Data's experience-first platform, USDA transformed their service delivery through automated provisioning, seamless system integration, and streamlined workflows. The solution established a foundation for continuous innovation while protecting existing technology investments and dramatically reducing implementation time from months to days.

We've been using the Kinetic Data Platform for nearly 10 years and our business could not run without it. [...] We were able to take our server provisioning process from 3 weeks to 30 minutes using workflow automation and integration. Given all of this and more we are able to automate more than 75% of our business and service functions allowing great self-service products to our customers.

Rich Barr
Automation Lead
USDA

THE CHALLENGE

Scaling Cloud Service Delivery

As NITC evolved from providing mainframe services to becoming a comprehensive managed hosting provider, their technology capabilities outpaced their operational processes. While they had modern virtualization and cloud platforms, the supporting functions were still being managed through documents and spreadsheets, creating significant bottlenecks:

Key Pain Points:

Manual Process Burden

- VM management and provisioning required extensive manual effort
- Professional services needed for each new customer onboarding
- Lack of standardized processes for service delivery

Limited System Integration

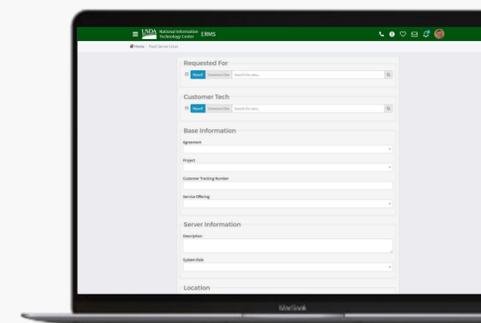
- No bridging system between different platforms
- Unable to integrate with systems of record (CMDB)
- Multiple disconnected systems requiring manual updates

Compliance & Security Gaps

- Over one year to get started with previous solution
- Large portion of budget consumed by professional services
- Limited functionality supporting only handful of systems

THE SOLUTION

USDA deployed the Kinetic Experience Platform, embracing a self-service model that decouples the experience layer from underlying systems. This approach empowered teams with intuitive tools while ensuring backend processes remained automated and scalable.



Self-Service Experience Layer

Enabling NITC to manage cloud services without relying on backend complexity.

- Single interface for cloud service management
- Self-service forms with built-in validation
- Real-time status tracking and updates

Process Automation (Agility Layer)

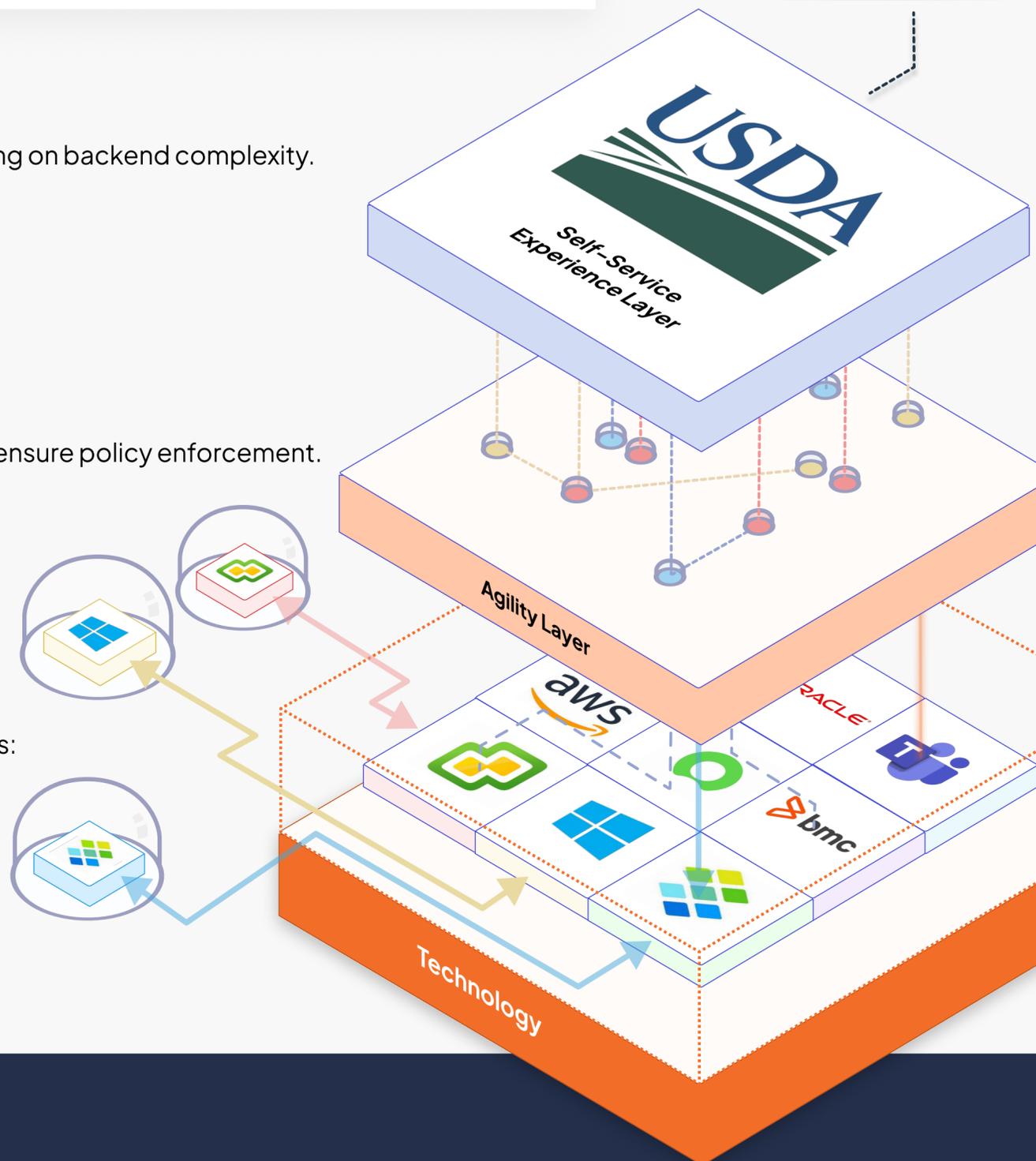
Standardizing workflows to remove bottlenecks and ensure policy enforcement.

- Automated VM provisioning and configuration
- Standardized workflows for service delivery
- Template-based task management

Technology

Seamless connection with existing enterprise systems:

- Direct connections to core systems (infoblox, CMDB, Active Directory, vSphere)
- Public cloud support including Azure
- API-driven architecture for scalability



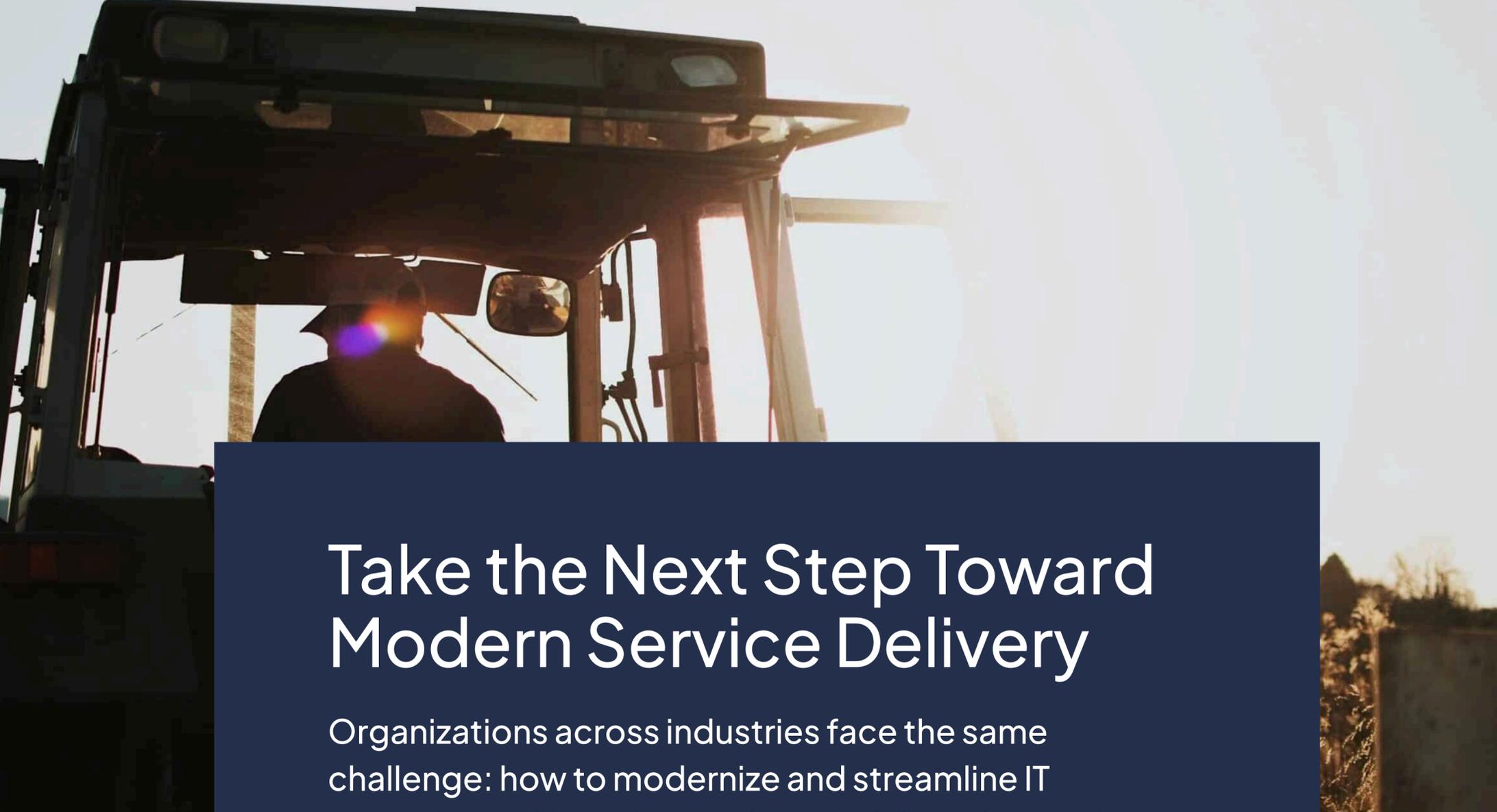
RESULTS & IMPACT

By shifting to **self-service automation** and **decoupling the experience layer**, USDA created a more agile, scalable, and efficient cloud service delivery platform. Key measurable impacts included:

-  **Rapid Implementation** - Solution built and demonstrated in 4 days versus previous year-long timeline
-  **Seamless Integration** - Connected multiple backend systems into a single unified interface
-  **Automated Provisioning** - Eliminated manual processes for VM management and configuration

The self-service approach transformed USDA's service delivery capabilities, reducing dependency on professional services while giving teams the autonomy to manage their processes efficiently. The platform continues to evolve, with plans to expand capabilities including:

- One-click OS patching
- Graphical interface for virtual servers
- Console management
- Change automation



Take the Next Step Toward Modern Service Delivery

Organizations across industries face the same challenge: how to modernize and streamline IT operations without increasing administrative burden. By embracing self-service automation and decoupling the experience layer, organizations can create a frictionless, efficient, and scalable approach to service delivery.

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