ActioNet Expands Offices in VA, MD & TX

On November 1, 2016 ActioNet announced the expansion of its existing office presence in Vienna, VA and Baltimore, MD, as well as new office space in San Antonio, TX.

ActioNet provides a full range of innovative IT Support Services and Solutions to over 12 Cabinet-level agencies as well as other Regional Federal & Local Agencies.

“Customer Service is our #1 Priority. ActioNet continues to establish strategic locations that facilitate our ability to work in close proximity to our customers. “Think Global, Act Local and Move Forward,” said Ashley W. Chen, President & CEO.

In the 1st quarter of 2016, ActioNet expanded its HQ space and took over the entire 6th Floor:

In the 3rd quarter of 2016, ActioNet grew its Baltimore office presence, taking over the entire main building, as well as expanding into the neighboring building, 3108 Lord Baltimore Drive.

In the 4th quarter of 2016, ActioNet continued the expansion and opened a new Texas office in San Antonio - 18756 Stone Oak Parkway, Suite 200 San Antonio, TX 78258.

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WINTER 2017
THE NEWSLETTER OF ACTIONET

PRESIDENT’S NOTE

Dear Friends,

As ActioNet celebrates its 19th Anniversary in January 2017, we have much to be proud of and thankful for. Our commitment to our ActioNeters, Customers and Community remains stronger than ever.

In this issue of ActioNews, we reflect back on our Journey and share our ActioNet 2020 initiative.

Thank You for being part of our journey of Turning Vision into Action®.

Wishing you and your family a Happy, Healthy and Prosperous 2017!

Ashley W. Chen
President & CEO

On January 1, 2017, sitting on the plane back from beautiful Kyoto, Japan to Washington DC, my memories took me back to the Thanksgiving Eve in 1997 where the “Turning Vision into Action®” journey began...

I was reading “Action Without Vision is a Nightmare…Vision Without Action is Only a Daydream…” as stated by a Traditional Japanese Philosopher. It struck me like lightning – Take Action Now! I jumped out of bed, reached for my wallet, paid $35 to reserve the www.actionet.com domain name and registered ActioNet, Inc. with the State of Virginia the very next day. ActioNet was officially born on January 7, 1998. At the beginning, I had to learn to do everything myself since I could not afford anyone or anything, starting with the design of the first ActioNet Logo, Business Card, Marketing Materials and Web Site. Here you can see the first ActioNet Business Card:

Humble beginnings indeed...

By Ashley W. Chen, Founder, President & CEO
2020 Vision and Taking Action
By Jeffrey D. Abish, EVP & COO

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s we move forward into 2017, the characterization and flavors of the collective challenges of our industry are refined or rebranded to some extent, but they continue to boil down to the fundamental elements of people, process, and technology. If 2016 taught us anything, it was that conventional wisdom and thinking (aka the “Status Quo”) has been questioned like no other time in recent memory. Change can be unsettling, but it also represents unique opportunities for transformative thinking and breaking mindsets.

Getting back to the fundamentals, at ActioNet, our focus for the past 19 years has been “Turning VISION into ACTION”.

Turning Vision Into Action

Throughout the years, I became very proficient in the entire Business Life Cycle including Marketing, Branding, Business Development, Customer Relationship Management, Accounting, Finance, Human Resources, Recruiting, Project Management, Contract Management, Training, Project Execution, etc. through DIY (Do It Yourself). Business, as in life itself, has many bumps, obstacles and forks in the road along the way, but persistence and determination paid off.

The words “can’t”, “won’t” and “don’t” were not in the vocabulary. Every day I am still learning, exploring, and doing something “Mission Impossible”.

Building on our ActioNetCloud™ foundation, ActioNet’s Cloud Services Team, working in conjunction with engineers from ServiceNow, began a proof-of-concept designed to establish a new ActioNetCloud™ Services offering.

Taking advantage of our own ActioNet Innovation Center (AIC) facility and its resources, the combined team installed and configured a multi-functional instance of ServiceNow, integrated that instance with both VMware and Amazon Web Services (AWS), developed and tested four representative use cases, giving birth to an exciting new Cloud Services capability which provides higher levels of provisioning and automation.

This capability goes well beyond IT Service Management (ITSM) and extends the concept of Service Management (SM) to all functions, whether technology-based or back office supporting functions.

Summary

When mindsets are broken, it fuels Innovation and Growth and changes the initial question from “Why” to “Why not?”

Transformation is an evolutionary process, requiring investment and cost recovery strategies, resulting in a reduction of spend in areas such as IT asset recapitalization and O&M labor.

We continue to evolve from technician-oriented skills performing manual tasks to architectural and complex analytical skills, which are required for the governance of multi-provider IT environments that encompass the expectation of seamless integration and interoperability.

At the end of the day, as our Customers’ IT integrator, all of us at ActioNet are ultimately responsible for Service Delivery that is simultaneously highly available, reliable, responsive, and, comparably, less expensive.

At ActioNet, we live and breathe Continuous Improvement, Innovation and Investment in our People, our Processes and Technology, further fueling our Vision for the Future. Even with 2020 Vision, we all need to check that Vision periodically to make sure we stay focused and on course to achieving our goals as we set the bar higher each year.