Inspired Solutions, Inc.
Case study
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VIRTUAL DESKTOP ASSESSMENT AND REPAIR

Classified VDI Repair: Assessment in 3 Days, Not 30

Air Force base, prime

The challenge: an Air Force base's virtual desktops on its SECRET network kept failing. Users could not log in, sessions froze, and apps crashed. The fix: Inspired Solutions had a cleared engineer on site in ten days, found six root causes in three days, and repaired the system on site.

8(A) / SDVOSB / WOSB / EDWOSB / MBE / WBE / DBE / SWAM / ISO 9001:2015

ONE SYSTEM, EVERY DESK



User desks · Repaired desktop system

3 days to a full assessment

6 findings, each with a fix

10 days award to engineer on site

Assess it. Repair it. Hand it over.

WHAT WE DELIVER

Assess

Every layer of the desktop system checked: servers, storage, certificates, images, and user profiles.

Assessment report, root causes, fix plan

Repair

Rebuild the master desktop image, fix certificates and profiles, clear out old machines and old domains.

New master image, certificates, cleanup

Hand it over

Test the fixes with your operators, document the system, and train your team.

Test report, final summary, knowledge transfer

Proof: a Department of War Air Force base.

PAST PERFORMANCE

SECRET network (SIPR) virtual desktop repair for the base communications squadron, Inspired Solutions as prime

- The base rated our management Exceptional under our base contract, two years running.
- The problem: users on the SECRET network had login failures, Microsoft app errors, and frozen sessions, and new desktop images would not push out.
- How we came in: a cleared engineer was on site within ten days of award and finished the full assessment in three days, against a 30-day requirement, with six findings and the root cause of each.
- What we fixed: we built a new master desktop image, repaired the user profile failures, and regenerated the system certificates.
- We stood up the current and next platform versions side by side, removed orphaned machines, and retired an old domain. Processor and memory use returned to normal.
- Two fixes depended on the base, a certificate update and replacement thin clients. We tracked both to completion, and the base signed final acceptance.

Schedule

- **February 17, 2026** — On site: in-brief and data center orientation
- **February 19, 2026** — Assessment delivered, six findings
- **March 16 to 19, 2026** — On-site repairs
- **Final acceptance** — Acceptance form signed by the base communications squadron

Problems we solved

Users could not log in
Certificates regenerated and smart card login fixes planned with the base.

Profiles and apps failing
New master image with corrected user profile settings.

Slow, frozen sessions
Orphaned machines removed; processor and memory use back to normal.

An old domain still in use
All machines joined to the legacy domain removed.

Virtual desktops failing on a classified network? Request a quote.

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HOW TO BUY

NASA SEWP VI Contract Holder

NASA SEWP VI

Cat A 80TECH26D1138
Cat C 80TECH26D0142

RFQ in the SEWP Quote Request Tool. Ordering open now.

GSA Multiple Award Schedule

47QTCA22D00DQ

SINs 33411, 54151S, 517312, OLM. **State and local:** GSA Cooperative Purchasing, Virginia VITA through partner contracts, and distributor cooperative contracts.

SBA 8(a) sole source

Direct award, no J&A, within 8(a) sole-source thresholds.

Also SDVOSB, WOSB, and EDWOSB set-asides.

SCAN HERE FOR MORE CASE STUDIES

NAICS
Primary 517121 · also 541512, 541519, 541611, 541614, 541690, 541990, 517410

CAGE / UEI
7E4D8 / NQ9QKJM2Z1E8

SET-ASIDES
8(a) sole source and competitive, SDVOSB, WOSB, EDWOSB

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