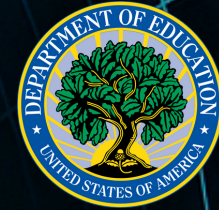




# From Overruns to Savings: **The FSA IT Modernization that Saved \$15M Annually**



Federal  
Student  
Aid






2025

## The Customer

Federal Student Aid (FSA), a program office under the U.S. Department of Education, manages a \$1.3 trillion student loan portfolio to support higher education funding nationwide. Operating with a lean staff of fewer than 1,000 employees, FSA oversees large-scale, citizen-facing applications like **studentaid.gov** and **fafsa.gov**, along with critical infrastructure including data centers and inter-agency connectivity. The Technology Office acts as FSA's OCIO, ensuring uptime, security, and seamless service for millions of students and families.

## The Challenge: Rising Costs and Compliance Strains at FSA






FSA faced significant operational hurdles in managing its vast infrastructure and ensuring compliance amid growing demands. Challenges included cost overruns from prolonged system upgrades, lack of proactive bandwidth planning leading to premium expenses, unanticipated compliance mandates increasing costs, software license overcapacity causing waste, and high hardware expenses for equipping 5,000 contractors with physical laptops.

-  **15-month system upgrade overruns:** Previous migrations (e.g., Windows 2008) took 9 months longer than planned, inflating costs.
-  **Premium costs from unplanned bandwidth surges:** Last-minute upgrades for inter-agency connectivity (e.g., Department of Education and DOJ) increased expenses.
-  **Increased compliance costs:** New mandates (e.g., FedRAMP - FISMA, IRS 1075, NIST 800-53) caught prior vendors unprepared.
-  **Wasteful expenditure from license overcapacity:** Unused or excessive software licenses led to inefficiencies.
-  **\$5-8M annual hardware costs:** Issuing physical laptops to 5,000 contractors drove significant expenses.










## The Solution: Proactive Modernization Through Automation and Secure Access

ResolveIT Consulting engineered and developed virtualization, cloud integration, and secure access management solutions to address FSA's pain points.

-  **Streamlined migrations with automation:** Used Double-Take and over 25 custom PowerShell scripts.
-  **Proactive bandwidth management:** Used dashboards, alerts, and analytics, saving 18–20% annually.
-  **40% less audit preparation time:** Leveraged document libraries and proactive monitoring of regulations (e.g., NIST 800-53, IRS 1075).
-  **\$1.5–2M saved annually in licenses:** Automated inventory analysis reduced waste.
-  **\$5–6M saved annually via virtualization:** Citrix-based virtual desktops eliminated 5,000 physical laptops.

## The Benefits: Boosting Performance While Reducing Costs Nationwide

Through these modernization efforts, FSA not only addressed its immediate operational hurdles but also created lasting improvements across cost efficiency, performance, and security. The agency realized measurable savings while ensuring the reliability of mission-critical systems that millions of students depend on. These benefits demonstrate how proactive IT modernization can simultaneously strengthen compliance, improve service delivery, and reduce costs at scale.

-  **Scalability for 5,000 users:** Virtual desktops enabled cost-effective demand handling.
-  **\$750K–\$1M saved annually:** Reduced bandwidth costs by 18–20%.
-  **\$1.5–2M saved annually in licensing:** Optimized software and compute resources.
-  **40% fewer audit hours:** Reduced from 3,000 to 600–1,000 hours, earning A+ security scorecards.
-  **\$5–6M saved annually:** Eliminated 5,000 physical laptops via virtualization.
-  **Ensured uptime for critical systems:** Prevented delays on fafsa.gov, avoiding impacts on students' college attendance.
-  **10–50% faster migrations:** Completed projects like Calabrio CRM in 3 months vs. 6+; cut timelines to 3–4 months during high-pressure periods like COVID.

