# TechResolve
## IT CONSULTING

*Powering organizations and empowering communities*

# CAPABILITY STATEMENT

## COMPANY DATA

**TechResolve, Inc. is an emerging HUBZone and EDWOSB information technology firm that provides innovative approaches to IT service & operations management (ITSM/ITOM).**

**DUNS:** 788184450

**CAGE:** 4P6G9

**NAICS Codes:**

- **541513** – Computer Facilities Management Services
- **541512** – Computer Systems Design Services
- **541519** – All Other Computer Related Services
- **811212** – Repairing and Maintaining Computers and Office Machines

**Credit Cards & POs accepted**

**Business Certifications:**
HUBZONE
EDWOSB
WOSB
SDB
Local CBE (District of Columbia)

## CONTACT INFORMATION

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## CAPABILITIES

*Innovators in:*

Streamlining capacity & costs to effectively lead managed IT services for improved productivity.

New and scalable technology that is readily integrated into existing operations and extended as needs evolve.

**Incident/problem management**

**Security information & event monitoring**

**Asset management**

**Data maintenance**

**Network and server administration**

**Preventive maintenance**

## DIFFERENTIATORS

✓ ***Solutions are Second Nature***. Client needs are our priority. Tier 1 & Tier 2 support is integrated with us and therefore, our clients get Tier 2 support for nearly the price of Tier 1.

✓ ***Our People. Our Integrity***. Our clients' success is paramount. We always require our employees to consistently model exceptional leadership and ITIL principles in all interactions with each other, partners, and clients.

✓ ***Community***. We have been with the greater DC area for the last 19 years, with a focus to provide local community residents with tech-driven skills development and employment opportunities for sustained futures.

## PAST PERFORMANCE

- Urban Ed, Inc. – local government & corporate grantee agency, *Onsite and field staff, 150 average users yearly, multiple server systems to include globally connected systems, cloud & on-premise administration*

- Commodity Futures Trade Commission – federal government agency, *9 executive divisions, 3 regional offices, 700 employees*

- CTIS, Inc. – National Institute of Health government contractor, *Backbone server infrastructure, specialized end user support on various COTS, 75 employees*