



Helping our customers recognize the full potential of their IT investment

Company Overview

703.738.4447 | www.inquisitllc.com

Helping our Customers Recognize the Full Potential of their IT Investment

InquisIT, LLC, a minority-owned 8(a) small business, delivers customized solutions and high quality information technology (IT) services to civilian and federal, state and local government clients. We offer a full range of IT services, including network services, desktop services, hardware and software deployments, wireless solutions and technical recruiting. Flexible and fully engaged in satisfying our client's specific needs, InquisIT's targeted solutions and careful delivery consistently exceed client expectations – regardless of whether the client is a small commercial business or a large government agency.

InquisIT's mission is to help our customers recognize the full potential of their IT investments. Three business values underlie InquisIT's success in achieving this mission:

1. Customers: we provide superior service from inception to completion of a project. Customer service is the primary focus of every employee.
2. Employees: we fully support our employees by providing the necessary tools and education for effective performance in addition to fostering a positive work environment.
3. Challenges: we actively seek new business opportunities to grow in depth and experience as a company.

Whether it is setting up a wireless local area network or staffing "temp to perm" employees or updating an entire IT infrastructure, InquisIT embraces the challenges and offers unlimited vision to consult with you to determine the best solution for your company's needs.

Professional Management

InquisIT's executive management team has obtained an average of 16 years in management and IT experience. Each member of the management team has served in a variety of roles including technicians, engineers, project managers, program managers and corporate executives. In addition, our management team has experience in working with the highest level of security available today. InquisIT leverages this seasoned experience to bring a high level of oversight to each project and resulting value to its clients.

Quality Staff

InquisIT recognizes that customized, superior service starts with well-qualified staff. We recruit ambitious, career-minded and highly skilled employees. We expect our staff to be highly assessable to our clients and to give priority to even the smallest issue. In return, we support our employees 100 percent and will make sure they have the proper tools to ensure their success. InquisIT also promotes an active learning environment through formal and on-the-job training. We want anyone that we recruit to be able to advance his or her careers and eventually retire with InquisIT.

Small Business Advantage

InquisIT is certified by the Small Business Administration as 8(a) and as a Small Disadvantaged Business. Our structure, experience and connections afford us the unique ability to serve small businesses with perspective and partner with large government entities with agility.

We at InquisIT are ready to assist you – whatever your IT challenges may be.



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Network Services

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InquisIT's Network Infrastructure Services are comprehensive - ideal for new networks, significant expansions, upgrades and re-designs. Our engineers adhere to the best practices in the industry and have the necessary vendor certifications. From day one of the project, these experienced engineers will collaborate with your organization to define and implement the best solutions for your current and anticipated network needs. Our team will continue to work closely with your technology and business units as your networks expand or evolve.

Enabled by enterprise IP-based networks, our clients achieve optimal performance, reduced cost, and enhanced business and operational capabilities. InquisIT's Systems Infrastructure Services will assist you in designing, deploying and managing your Windows and Unix systems. We help you analyze, optimize and secure your enterprise infrastructure that results in a fast and safe working environment. Our process analysis and innovative management automation will leverage and magnify your existing support capabilities, and allow your business units to focus on business objectives.

Whether your business requires a new network or expanded capabilities in response to emerging technologies and changing infrastructure, InquisIT is ready to create solutions for your needs today and tomorrow.



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Desktop Services

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A well-designed network is worthless if the end-users are uninformed on how to effectively use it. Each end-user on your network is our customer and will receive the superior service that InquisIT is well respected for. InquisIT's Desktop Services include a Help Desk, a Desktop Imaging Process and Software Support Solutions.

Help Desk

InquisIT technicians and engineers not only solve problems in a timely manner, but are fully available for your user community to aid understanding of the system and tools. We assign resources for support according to the following progressive approach:

Level 1: Phone support from a call center is the first point of contact for the user community. Call centers can be located onsite or offsite.

Level 2: Desk-side assistance when problems can not be resolved over the phone.

Level 3: Upper level engineering support for problems that impact more than one user or involve network/server resources.

Desktop Imaging Process

A standardized desktop environment offers many benefits. Technologically, it provides a consistent platform for users and IT staff, thus simplifying IT management and resulting in increased productivity. Financially, an organization is better able to manage costs associated with software licensing and deployment. InquisIT is well versed in managing, designing and deploying standard desktop solutions. Specifically, we will:

- Develop and certify desktop software image standards, including unique business applications and user group requirements.
- Deploy the standard image(s) to each PC.
- Maintain the image(s) with technology updates and changes.
- Store the image(s) for future PC deployments and repairs.

Software Support Solutions

InquisIT offers a range of Software solutions designed specifically to support the needs of Federal, state, and local governments in a wide variety of activities. Our systems and services help institutions improve operational efficiency and better employ the Web and wireless technologies in serving their constituents. Specifically, these solutions include:

- Application development
- Business process re-engineering
- Integration of legacy systems
- Implementation and roll-out of new systems
- Software updates/upgrades



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Hardware & Software Deployment

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InquisIT deploys your hardware and software solution with an efficient, cohesive process. Nothing is more frustrating than a disruptive installation. Our methodical process accomplishes its objectives with minimal disruption to your business.

InquisIT's deployment process succeeds by combining the efforts of many technologies and individuals. We identify the best product to fill a need, the most effective delivery medium, and the personnel best suited to manage the project.

- Before deployment commences, we establish goals and milestones, assign roles, and conduct a pilot.
- During deployment, we continually monitor the process to ensure that the milestones are on track and technical problems are resolved quickly.
- Post-deployment activity focuses on sustaining and supporting the products deployed and any additional customer needs.

The most critical aspect of updating your infrastructure is a timely and efficient hardware or software deployment. A poorly executed deployment is not satisfactory to us and should not be for you. InquisIT ensures its deployment team has the resources it needs to minimize your downtime and maximize your expectations.



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Wireless Solutions

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Need a secure, cost-effective, mobile alternative to your wired network?

InquisIT offers wireless solutions that fulfill all these needs. Wireless networking is an affordable and flexible alternative to a costly-wired infrastructure. With today's wireless technologies you can also enjoy high bandwidth and full security.

Less costly than burial or aerial fiber optic cable, wireless bridging effectively delivers connectivity while your company is in transition. For example, if your company is in a short-term lease, wireless-bridging equipment provides needed bandwidth and security and none of your IT investment is left behind when its time to relocate. As for performance, the wireless bridge can reach speeds close to a gigabit Ethernet backbone.

A wireless local area network (WLAN) offers your employees the flexibility of a totally mobile office environment without risking network security. Employees can access your WLAN and the Internet from any location with laptop computers. Such flexibility does not compromise network performance - you can have bandwidth that competes with Fast-Ethernet.

InquisIT fully assesses your technical requirements and security needs to offer the most cost-effective solution. Our engineers often join with vendors and other wireless companies to get this accomplished – so you'll receive great service at the best price. InquisIT engineers also have experience with the highest level of security available today; we work with all levels of security ranging from basic Wired Equivalent Privacy (WEP) all the way to secret-level government networks (SIPRNet).

Talk to one of our competent engineers and InquisIT will build a wireless network that clearly meets your needs.