

COMPANY DATA

TechResolve, Inc., the right IT service & operations management (ITSM/ITOM) partner

UEI: KZ3XEZN7KUK5

DUNS: 788184450

CAGE: 4P6G9

NAICS Codes:

☎ 541513

☎ 541512

☎ 541511

☎ 541519

☎ 541611

Credit Cards & POs accepted

POC CONTACT INFORMATION

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BUSINESS CERTIFICATIONS



CAPABILITY STATEMENT

CAPABILITIES

Streamlining capacity & costs to effectively lead managed IT help desk services with certified and qualified service management personnel.

Ready for service intelligence and automation making sure your ITSM & ITOM exceeds operational efficiency and meets your business goals.



Incident/problem management



IT job requisition fulfillment



Network and server administration



Security information & event monitoring



Asset management



Data & preventive maintenance

DIFFERENTIATORS

- ✓ **Experience management.** Employees that feel valued deliver high levels of customer satisfaction. TechResolve is a customer and employee-centric company focusing on the IT service experience.
- ✓ **Data-driven.** Our approach embodies agile project management and IT Information Library (ITIL) principles to ensure the use of data insights & quality assurances to drive decisions for operational improvements within the overall internal service management ecosystem.
- ✓ **Community.** We have been with the greater DC area for the last 23 years, with a focus to provide local community residents with tech-driven skills development and employment opportunities for sustained futures.

PAST PERFORMANCE & EXPERIENCE

- ☎ 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-premises administration*
- ☎ Commodity Futures Trade Commission – federal government agency, *Tier 3 IT help desk leadership, 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*