



**SYSUSA**<sup>®</sup>  
INNOVATION | SECURITY | AGILITY

## CAPABILITY STATEMENT

### COMPANY OVERVIEW

#### BUSINESS DEVELOPMENT POINT OF CONTACT

**Muneer Baig**  
Phone: (202) 800-6041  
email: muneer.baig@sysusa.com

#### GENERAL INFORMATION

EIN : 54-2000535  
DUNS : 03-373-9181  
CAGE CODE : 3YLT4

#### CONTRACT VEHICLES & SOCIO-ECONOMIC STATUS

SBA 8(a) | HUBZONE | EDWOSB | GSA IT 70 | SEC ONE IT  
NCPA | DBE

#### NAICS CODES

541519 | 541511 | 541512 | 541513 | 541690 | 561320  
561330 | 611430

#### PARTNERSHIPS

SERVICENOW | MICROSOFT | ORACLE | SALESFORCE | ESRI  
AWS | IBM | FORTINET | TRENDMICRO | SNOWFLAKES

#### ABOUT US

SYSUSA is a niche technology company specializing in ServiceNow, Information Security (cyber), Information Assurance, Governance, Risk, Compliance, and Strategic Consulting Services. Driven by a passion for innovation, security, and agility, we enable our customers to **DIGITIZE**, **MODERNIZE**, and **TRANSFORM** into an efficient, effective, secure, and resilient enterprise with performance and predictability.

Our passion for Innovation, Security, and Agility propels us to continuously excel in our customer commitment and provide them with the highest quality and best value services and solutions. We are experts in what we do, and our customer testimonials attest to that.

➤ **Vision:** Be the leader in supporting our customer's mission success by enabling innovation, ensuring security, and enhancing agility.

➤ **Mision:** Promote and deliver innovative solutions and services, empowering our customers to transform their IT operations into high-performing, resilient, and agile environments with intelligence and analytics to ensure transparency and accountability.

#### CORE VALUES

- Trust and Integrity.
- Individual Empowerment.
- Innovation and Excellence.
- Diversity and Recognition.
- Giving Back to Community.

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## OUR SOLUTIONS & SERVICES

**SERVICENOW DEVELOPMENT, MODERNIZATION AND ENHANCEMENT EXPERTISE** as a ServiceNow Premier Partner we deliver innovative and game changing solutions tailored to the specific needs of our customer to enable mission success. Our ServiceNow Platform expertise include:

- IT Service Management
- Security Operations
- Integrated Risk Management
- IT Operations Management
- IT Asset Management
- Strategic Portfolio Management
- App Engine
- Performance Analytics
- Customer Service Management

**INFORMATION SECURITY (CYBER) EXPERTISE** over five decades of global experience enabling organizations to transform into high-performing and secure enterprises resilient to cyber threats. Our services include:

- FISMA Compliance
- Policy & Governance
- Risk Management
- Privacy Assessments
- Vulnerability Scanning
- Awareness Training ...more

**ISO TRAINING & CERTIFICATION AUDITS EXPERTISE** with a team of highly qualified and certified trainers and auditors, we provide Management System training, audit, and certification to our clients for over a decade. Our training and audit services include:

- ISO 27001
- ISO 20000
- ISO 9001
- ISO 28000
- ISO 22301
- ISO 31000 ...more

**MANAGED IT & SECURITY SERVICES EXPERTISE** our team of technologists enables seamless businesses operations by solving end-users challenges with tailored solution that close the gaps and provides ongoing support. Our services include:

- ServiceDesk & Ticketing
- Infrastructure Support
- Security Operations
- Anti-virus & Malware detection
- Dashboards and Reports
- End-Users Support

## OUR DIFFERENTIATOR

Our differentiator is our ability to decouple complex technology problems and create seamless integrations. Using a streamlined, structured management approach aligned with best practices, we create a rewarding user experience. We leverage robust technology and business resources through a flexible, collaborative engagement model to help organizations advance the boundaries and deliver quality service to their clients. We have:

- 50 + Years of Industry Experience
- Public and Private Sector Experience
- 20 + Servicenow Implementations
- Qualified and certified professionals
- 4.5 out of 5 Customer Satisfaction Rating
- 300+ Security Assessments & Audits

## OUR PAST PERFORMANCE (SELECT CLIENTS)

#### SERVICENOW

Equal Employment Opportunity Commission  
Department of Treasury - BEP  
Department of Treasury - DO  
United States Postal Service  
Department of Labor - BLS  
Defense Intelligence Agency  
National Cancer Institute  
National Eye Institute  
Department of Energy  
Premier America Credit Union  
Prince William County... and more

#### SECURITY ASSESSMENTS & COMPLIANCE

Verizon Enterprise Security  
Atlantic States Marine Fisheries Commission  
Maryland Department of Transportation  
Baxter Corporation / McKesson/ Abbott Labs/  
Blue Triangle / UMB Bank / Freddie Mac/  
Iron Mountain/ Pepco Holdings /Carrier/  
Energizer Batteries /Symbility Solutions /GUCCI/  
Barry Wehmiller/ University of Arizona  
US Department of Labor ... and more

