

UgrabIT LLC is a Reston, Virginia-based small business providing responsive, security-conscious IT services to government, healthcare, retail, and commercial organizations. We deliver on-site support throughout the National Capital Region and nationwide remote services, combining enterprise discipline with small-business speed, direct executive accountability, and auditable documentation.

■ CORE COMPETENCIES

- **IT Field Services & Smart Hands** - break/fix, installations, site surveys, device swaps, rack-and-stack, cabling coordination, multi-site dispatch, and remote-hands support.
- **Deskside & Service Desk Support** - Windows 10/11, Microsoft 365, Active Directory/Entra ID, VPN, endpoint troubleshooting, ServiceNow ticketing, remote support, and escalation management.
- **Hardware Lifecycle & Deployment** - imaging, configuration, asset tagging, refresh programs, data sanitization coordination, office buildouts, POS, printers, scanners, kiosks, and self-checkout systems.
- **Cybersecurity & Compliance Support** - endpoint protection, vulnerability and security assessments, access controls, log review, incident triage, security documentation, and readiness support aligned to NIST, HIPAA, and PCI-DSS requirements.
- **Cloud & Infrastructure** - Microsoft 365 and Azure/Entra administration, tenant security, identity and access management, email security, migration support, Cisco/Meraki switching, wireless, and network refresh projects.
- **Healthcare IT / EHR Support** - Epic go-live, command-center, virtual help-desk, and at-the-elbow support across Ambulatory, Cadence, ClinDoc, Orders/CPOE, Beaker, Beacon, Willow, ASAP, and related clinical workflows.
- **IT Project & Deployment Management** - Certified ScrumMaster-led planning, scheduling, stakeholder coordination, quality control, risk tracking, rollout execution, and closeout reporting.

■ COMPANY DATA

Legal Name: UgrabIT LLC

Business Type: Virginia LLC | Small Business

UEI: P2RLHG4V7V17

CAGE: 9JLF7

SAM.gov: Active Registration

Headquarters: Reston, Virginia

■ NAICS CODES

541512 - Computer Systems Design Services

541513 - Computer Facilities Management Services

541519 - Other Computer Related Services

541511 - Custom Computer Programming Services

811212 - Computer and Office Machine Repair and Maintenance

■ CREDENTIALS

CompTIA Security+ CE

Certified ScrumMaster (CSM)

Microsoft Certified Professional

Project Management Certificate

Key personnel with active Secret clearance

Public Trust eligible

■ SERVICE AREA

On-site: Washington, D.C., Maryland, Virginia

Remote: Nationwide

Travel/project deployment: Available by scope

■ CONTRACTING

Open-market awards

Subcontracting and teaming

Task-based and project-based support

Purchase card accepted

Prime or specialty field-service partner

REPRESENTATIVE EXPERIENCE & DELIVERY CAPACITY

The experience below reflects work performed by UgrabIT leadership and key personnel in corporate, subcontract, consulting, and independent field-service capacities. It is presented to demonstrate relevant capability and should not be interpreted as a claim that every named organization contracted directly with UgrabIT LLC.

Capability Area	Representative Environment	Relevant Experience
Enterprise Field Support	NCR Voyix / national retail environments	Seven-plus years of customer engineering and field support across the DMV, including POS, PCs, printers, scanners, kiosks, self-checkout, peripherals, break/fix, lifecycle replacement, and store technology projects for high-volume retail operations.
Network Refresh & Smart Hands	Cisco/Meraki and enterprise switching	Rack-and-stack, switch and wireless access-point replacement, port/cabling verification, outage coordination, remote engineer access, labeling, testing, photo documentation, and multi-site closeout support. Experience includes large retail switch deployments and airport-site remote configuration assistance.
Healthcare IT / Epic	Hospital go-lives and virtual support	Go-live and at-the-elbow support for clinical and administrative users across multiple Epic modules; virtual Tier 1 support using ServiceNow, TeamViewer, Five9, Citrix, and escalation bridges; workflow support for providers and clinical staff in time-sensitive care environments.
Cybersecurity & Cloud	Microsoft 365 / Azure / Entra	Security-conscious administration of Microsoft 365 and Entra environments, including identity, access, Conditional Access, retention, endpoint/BYOD controls, DKIM/DMARC, tenant configuration, and security documentation. Hands-on lab exposure to SIEM, EDR, log analysis, vulnerability assessment, and incident triage.
Project Delivery	Multi-site deployments and service operations	Planning, scheduling, stakeholder communication, technician coordination, risk and issue tracking, quality assurance, escalation, and formal closeout. Certified ScrumMaster approach supports transparent execution and rapid adaptation.
Field-Service Scale	Commercial dispatch and independent contracting	Founder-led experience includes more than 400 completed field assignments across dozens of clients, demonstrating repeatable check-in, scope control, customer communication, troubleshooting, evidence collection, and service completion across diverse sites.

WHY UGRABIT: Founder-led accountability, cleared and certified leadership, enterprise field experience, healthcare IT depth, security-conscious delivery, rapid DMV mobilization, and evidence-based closeout.

■ ENGAGEMENT MODELS

- **Prime contractor support** - defined IT projects, support services, deployments, and managed work packages.
- **Subcontracting/teaming** - local field execution, cleared-resource support, healthcare IT, service desk, cybersecurity, and surge capacity.
- **Task-order/dispatch support** - scheduled or on-demand smart hands, break/fix, site surveys, installations, and refresh work.
- **Advisory and project support** - assessment, planning, documentation, coordination, training, and operational improvement.

■ QUALITY & RISK CONTROLS

- **Scope validation** - confirm access, dependencies, contacts, equipment, credentials, and acceptance criteria before execution.
- **Security discipline** - least-privilege access, controlled handling of customer information, and escalation of security or authorization concerns.
- **Evidence-based closeout** - photos, test results, asset details, ticket notes, time records, and customer acknowledgement as required.
- **Continuity and escalation** - clear communication, rapid escalation, and documented handoff.