

## CAPABILITY STATEMENT

### KEY SERVICES

DragonFly ITS, a small business that provides a full range of IT support services, Cyber Security services, staff augmentation, advisory services and administrative support. Headquartered in the Metro Atlanta, GA, DragonFly ITS has served the Federal, state/local government and commercial markets across the US since 1995. Our staff of passionate and highly skilled employees, have a deep understanding of our customers and their critical missions, and we develop lasting relationships because of it.

#### COMPETENCIES

- IT Infrastructure Support
- Software Maintenance, Sustainment and Support
- Custom Software Development
- Contact Center/Help Desk Support
- Information Assurance/Cyber Security
- Staff Augmentation
- Database Design, Development and Administration
- Data Analysis, Modeling, Management and Migration
- Configuration Management
- IT Strategic Planning
- Project Management Office Support
- Business Intelligence and Big Data
- Administrative Support

#### DIFFERENTIATORS

- Member of IBM PartnerWorld
- Teamed with IBM and the IBM Partner network to provide comprehensive solutions.
- DragonFly ITS offer a very diverse portfolio of services targeted towards government agencies with the experience and personnel to achieve immediate results.
- Subject Matter Experts with Industry knowledge to tailor solutions for each client.
- DragonFly ITS is focused on delivering customer satisfaction that is built upon team of principled leaders, analyst and engineers that are experts in their respective technical fields.
- DCAA-approved accounting system

### PAST SATISFIED CLIENTS

- US Navy – Norfolk Naval Shipyard (NNSY)
- US DoD - Defense Logistics Agency
- New York City - Financial Information Services Agency (FISA)
- District of Columbia – Mayors Office
- Smurfit-Stone Container Corporation
- Lucent Technologies
- Optical Fiber Solutions
- Blue Cross Blue Shield of Minnesota
- Blue Cross Blue Shield of Kansas City
- Royal Caribbean Cruise Lines
- Verizon
- Qwest Communications
- Williams-Sonoma
- Kraft Foods
- MarineMax
- Walmart
- Best Buy

Robert J. Ross  
Government Business

<http://dragonflyits.com>  
(678) 656-3165

robert.ross@dragonflyits.com  
5462 Rosehall Place, Atlanta, GA 30349

### COMPANY SNAPSHOT

**Gov. Business POC:** Robert J. Ross  
**Phone:** (678) 656-3165  
**Email:** Robert.Ross@dragonflyits.com

**Address:**  
5462 Rosehall Place  
Atlanta, GA 30349

**Socio-Economic Factors:**  
Minority Owned

**Work Area:** Nationwide

**Cage Code:** 84WN6  
**DUNS #:** 112143621

#### NAICS CODES

- 541330: Engineering Services
- 541430: Graphic Design Services
- 541511: Custom Computer Programming Services
- 541512: Computer Systems Design Services
- 541513: Computer Facilities Management Services
- 541519: Other Computer Related Services
- 541611: Management, Administration, & Technology Consulting
- 541614: Process, Physical, Distribution, & Logistics Consulting Services
- 541618: Other Management Consulting Services
- 541690: Other Scientific & Technology Consulting Services
- 541990: All Other Professional, Scientific, & Technical Services
- 561110: Office Administrative Services
- 561320: Temporary Help Services
- 561422: Telemarketing Bureaus & Other Contact Centers
- 611420: Computer Training