



# ServiceNow Enterprise Modernization for DoD & Federal Agencies

*"Where our passion meets our profession."*

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## Executive Overview

Valor IT Solutions, LLC delivers enterprise-scale ServiceNow modernization programs supporting operational visibility, regulatory compliance, financial accountability, and mission resilience for federal and regulated industry clients.

## Core Capabilities

- Enterprise ServiceNow Architecture & Platform Design
- ITSM, ITOM, ITAM, SAM Pro, HAM Pro Implementation
- ITOM Discovery, Service Mapping & Event Management
- Network, Application & Web Application Monitoring Integration
- CMDB Governance & Configuration Control
- Asset Lifecycle Management & Financial Accountability
- Software License Optimization & Cost Reduction
- Compliance-First Implementation Framework
- Platform Administration, Operational Management & Support
- Workforce Training & Knowledge Transfer

## Enterprise Impact

- Supported 5,000+ enterprise users
- Managed 25,000+ IT assets across distributed environments

- Reduced incident response time by up to 30% through monitoring integration
- Improved CMDB configuration accuracy and governance alignment
- Enhanced audit traceability across regulated environments

## Relevant Experience

Client	Scope Delivered	Environment	Compliance Focus
Waste Management	Enterprise ITSM & ITOM deployment including network, application, and web monitoring integration	National Enterprise	Corporate governance controls and audit traceability alignment
CLECO	Enterprise architecture, ServiceNow deployment, operational management, training, and regulatory compliance	Regulated Utility	Federal and state regulatory compliance requirements
Stewart Title	ITSM modernization, workflow automation, and operational governance alignment	Financial Services	Financial regulatory compliance and governance controls

## Company Data

- Legal Name: Valor IT Solutions, LLC
- UEI: DG17SJJZB2W4
- CAGE: 19B16
- Business Type: Veteran-Owned Small Business
- NAICS: 541512 | 541511 | 541513 | 541519
- Accepts Government Purchase Card & Purchase Orders