



Valor IT Solutions LLC

Mission Focused • Veteran Led • Results Driven



Capabilities Statement

Valor IT Solutions, LLC

ServiceNow Enterprise Modernization for DoD & Federal Agencies

"Where our passion meets our profession."

CORE COMPETENCIES

Valor IT Solutions, LLC delivers secure, IL5-aligned ServiceNow implementations and enterprise IT modernization for Department of Defense and Federal civilian agencies. We transform complex, regulated environments into scalable, compliant, audit-ready platforms.

ServiceNow Platform Expertise

- End-to-End ServiceNow Deployment
 - IT Service Management (ITSM)
 - IT Operations Management (ITOM)
 - IT Asset Management (ITAM)
 - Software Asset Management (SAM Pro)
 - Hardware Asset Management (HAM Pro)
 - CMDB Architecture & Governance
 - Network, Application & Web Application Monitoring Integration
 - Event Management & Service Mapping
 - Platform Administration & Operational Support
 - Workforce Training & Knowledge Transfer
 - Zero-Custom-Code Architectures
 - Compliance & Regulatory Alignment
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RELEVANT EXPERIENCE

Valor IT Solutions combines experienced leadership with a nationwide network of ServiceNow professionals who have successfully delivered enterprise IT modernization initiatives for Fortune 500 companies and highly regulated industries. Our team has supported organizations requiring complex service management, asset management, cloud transformation, workflow automation, and enterprise integration.

Waste Management (WM Sustainability Initiative)

Deployed enterprise ServiceNow ITSM platform supporting national operations.

- Implemented full ITSM platform architecture and deployment
- Integrated network monitoring capabilities
- Enabled application performance monitoring (APM)
- Deployed web application monitoring for enterprise systems
- Established event management and operational visibility dashboards
- Supported CMDB alignment and service mapping
- Provided operational management and knowledge transfer

This deployment enhanced service visibility, improved incident response time, and strengthened enterprise operational governance.

CLECO — Major Southeastern Power Utility

Our team delivered enterprise architecture, solution design, implementation, management, and operational support.

- ServiceNow deployment, management, and administrator training
- Large-scale infrastructure systems integration
- IT and Operational Technology (OT) alignment
- High-availability utility systems support
- Ensured compliance with federal, state, and industry regulatory requirements
- Implemented governance controls supporting audit readiness

Stewart Title

Enterprise workflow modernization and ServiceNow platform deployment within regulated financial services.



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- ITSM deployment and configuration
- Platform operational support
- End-user and administrative training
- Compliance-focused process governance

(References available upon request.)

DIFFERENTIATORS

Veteran-Owned | Mission-Focused Execution

- Disabled Veteran leadership
- DoD-aligned governance discipline
- Accountability-driven delivery

Operational Visibility & Command-Level Monitoring

- Network, application, and web monitoring integration
- Event-driven service management
- CMDB-backed operational intelligence

Compliance-First Architecture

- Designed for regulated industries
- Built-in audit traceability
- Governance-aligned platform implementation

Prime & Teaming Ready

- Architecture-led delivery model
- Scalable staffing framework
- Seamless integration with large prime contractors

Enterprise ServiceNow Implementations

- Enterprise IT Service Management (ITSM) deployments supporting thousands of users.
- IT Asset Management (ITAM), Software Asset Management (SAM), Hardware Asset Management (HAM), CMDB, Discovery, and Service Catalog implementations.
- Platform modernization using ServiceNow best practices while minimizing custom code to improve long-term maintainability.



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Cloud and Enterprise Integration

Experience integrating ServiceNow with enterprise business systems including:

- Microsoft Active Directory
- Azure
- Microsoft 365
- Identity and Access Management (IAM)
- Monitoring and Event Management platforms
- Enterprise asset discovery and configuration management tools

Federal Mission Alignment

Valor is focused on supporting Federal Civilian, Department of Defense, and Veterans Affairs customers by providing:

- Enterprise Service Management
- IT Modernization
- Workflow Automation
- Digital Transformation
- Cloud Enablement
- Program Management Support
- Operational Readiness
- Managed Services

Our delivery approach emphasizes secure, scalable, low-risk implementations aligned with federal cybersecurity, governance, and operational requirements.

Scalable Delivery Capability

Valor has access to a nationwide network of approximately **47 ServiceNow-certified consultants** who can rapidly augment project teams with expertise in:

- Solution Architecture
- Technical Consulting
- Platform Administration
- Development
- Business Analysis
- Project Management
- QA and Testing
- Organizational Change Management
- Training and Knowledge Transfer