



CAPABILITY STATEMENT

Secure, documentation-driven IT support for government agencies and prime contractors

COMPANY OVERVIEW

Vault Technologies LLC is an Oregon-based, veteran-owned small business providing remote-first IT support, cybersecurity and AI-governance documentation, and technical operations support for government agencies, prime contractors, healthcare organizations, and other small and midsize organizations. Our work is security-focused, practical, and supported by clear technical documentation.

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SIZE	Small Business	STRUCTURE	Multi-Member LLC

SERVICE AREA Remote services available nationwide. Onsite service is available only within Vault's Eugene, Oregon service area when separately scoped.

CERTIFICATIONS Federal: SDVOSB | VOSB | WOSB | EDWOSB Oregon COBID approved: ESB | VBE Pending: WBE

CORE CAPABILITIES

Managed IT & Infrastructure

Windows Server and workstation administration; endpoint deployment, configuration, patching, and lifecycle support; network and connectivity troubleshooting; and remote-first infrastructure support.

Microsoft 365 & Identity Management

Microsoft 365 administration and user support; account provisioning and deprovisioning; multifactor authentication; permissions management; email-security configuration; and documented access-control procedures.

Help Desk & End-User Support

Tier 1-3 remote help desk support with documented ticketing, triage, troubleshooting, escalation, vendor coordination, and resolution tracking. Response targets are defined by the applicable contract or Statement of Work.

Cybersecurity, AI Governance & Compliance Support

NIST-aligned technical and operational security support; secure configuration baselines; endpoint hardening; cybersecurity and AI-governance documentation; AI acceptable-use controls; vendor-risk support; incident-process integration; and audit-ready evidence within the contracted scope.

IT Asset & Configuration Management

Technology inventory and lifecycle planning; secure device provisioning and decommissioning; account and permissions management; configuration records; onboarding and offboarding workflows; and documentation maintenance.

NAICS CODES

541512	Computer Systems Design Services (primary)
541513	Computer Facilities Management Services
541519	Other Computer Related Services

EXPERIENCE & COMPANY DETAILS

DIFFERENTIATORS

- Veteran-led, small-business delivery with clear ownership and direct communication.
- Documentation-first operations that support traceability, onboarding, audits, and knowledge transfer.
- Remote-first service model with onsite work limited to the Eugene, Oregon service area when separately scoped.
- Security and responsible-AI practices integrated into everyday technical operations.
- Flexible support for prime contractors, defined work packages, micro-purchases, and simplified acquisitions.

RELEVANT TEAM EXPERIENCE

Vault Technologies LLC is an emerging small business actively pursuing federal and state contracting opportunities. While we are early in our government contracting history, our team brings experience in systems administration, Microsoft 365 support, Windows Server and endpoint administration, network troubleshooting, secure device deployment, help desk operations, AI governance, and audit-ready technical documentation.

- Windows Server, workstation, and endpoint administration
- Microsoft 365 user support, account administration, and access controls
- Network and connectivity troubleshooting
- Secure device deployment, configuration, and decommissioning
- Tiered help desk operations, escalation, and vendor coordination
- Cybersecurity and AI-governance policies, procedures, and technical evidence

EXPERIENCE DISCLOSURE Experience described above is personnel-based unless a specific Vault Technologies contract is identified.

COMPANY & CONTACT INFORMATION

LEGAL NAME

Vault Technologies LLC

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GENERAL CONTACT

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LOCATION

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SCOPE NOTE Services, response targets, onsite availability, and compliance deliverables are defined by the applicable contract or Statement of Work. Vault provides technical and operational compliance support; it does not provide legal advice, regulatory certification, or guarantees of compliance.