



# Big Mode Consulting

Enterprise IT • Managed Services • Cloud • AI • Cybersecurity

CAPABILITY  
STATEMENT

UEI  
XFESAM5LCN64

CMMC  
Level 1

SAM.GOV  
Active

SIZE  
Small Business

## ABOUT

Big Mode Consulting delivers enterprise-grade IT consulting, managed services, cloud infrastructure, data analytics, AI deployments, and workflow automation to government agencies and private sector organizations. We bring Fortune-500 caliber expertise with boutique, white-glove service — every solution we build is designed around the real needs of the people who use it. Our commitment to security, compliance, and mission-aligned technology makes us a trusted partner for organizations that demand results.

### WHAT DIFFERENTIATES US

When you work with us, you get us. No hand-offs to junior teams, no rotating consultants, no finger-pointing between departments. We build your systems, we train your people, and we stay to make sure everything works. When something breaks, we fix it. That's not a service tier — that's how we operate.

## SELECT PAST PERFORMANCE

- ATL OFFICE OF INSPECTOR GENERAL**  
Delivered a full system buildout for case management and tracking, enabling the OIG to streamline investigations, improve oversight workflows, and increase operational transparency across the office.
- MULTI-MILLION DOLLAR LAW FIRMS (2024–PRESENT)**  
Deployed case management platforms, managed IT infrastructure, cybersecurity assessments, and data migrations for high-revenue law firms serving thousands of active matters nationwide.
- CITY OF HARRISONBURG, VA**  
Delivering IT consulting and technology services supporting municipal operations, digital modernization initiatives, and citizen-facing service improvements.
- ENTERPRISE CLOUD INFRASTRUCTURE**  
Architected petabyte-scale cloud and data platforms for global enterprises across Salesforce, ServiceNow, and AWS environments.
- WORKFLOW AUTOMATION & AI DEPLOYMENTS**  
Designed custom automation pipelines, API integrations, and AI-driven analytics solutions reducing manual workloads by 40%+.

### OUR APPROACH

- Discovery & Assessment** Understand your mission and technology landscape before recommending solutions.
- Solution Design & Delivery** Tailored engagements built around your workflows, compliance, and growth goals.
- Ongoing Partnership** 24/7 support and strategic advisory well beyond go-live.

## CORE COMPETENCIES

### MANAGED IT & CLOUD

- Cloud Architecture (AWS, Azure, GCP)
- 24/7 Monitoring & Patch Management
- Endpoint Protection & Disaster Recovery
- Network Design & VoIP Implementation
- Cybersecurity Assessments & Compliance

### IT SERVICE MANAGEMENT

- ServiceNow ITSM Implementation
- Salesforce Configuration & Integration
- Legacy System Modernization
- Help Desk & Tier 1–3 Support
- ITIL Process Design & Optimization

### DATA & AI SOLUTIONS

- AI & Machine Learning Deployments
- Data Analytics & Business Intelligence
- Workflow Automation (Zapier, Custom APIs)
- Data Migration & Integration Services
- Custom Software Development

### SECURITY & COMPLIANCE

- FISMA & FedRAMP Readiness
- NIST 800-53 / 800-171 Alignment
- SOC 2 & CJIS Compliance Support
- End-to-End Encryption & Data Protection
- Risk Assessment & Governance

50+

Organizations

99%

Retention

24/7

Support

15+

Partners

### NAICS CODES

|        |                             |        |                             |
|--------|-----------------------------|--------|-----------------------------|
| 541511 | Custom Computer Programming | 541519 | Other Computer Related Svcs |
| 541512 | Computer Systems Design     | 541611 | Mgmt Consulting Services    |
| 541513 | Computer Facilities Mgmt    | 518210 | Computing Infrastructure    |

### PLATFORMS & EXPERTISE

ServiceNow • Salesforce • ClickUp  
AWS • Azure • Cloudflare  
Datadog • Zapier • Monday.com  
RingCentral • Dialpad • Microsoft 365

### CONTACT

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### CERTIFICATIONS

CMMC Level 1 • SAM.gov Active  
Clio Certified • Salesforce & ServiceNow  
Small Business • Harrisonburg, VA

### TECHNOLOGY PARTNERS

AWS • Salesforce • ServiceNow • ClickUp  
Cloudflare • Microsoft • Datadog • Zapier  
RingCentral • Dialpad • Monday.com