

Leader Communications Incorporated (LCI) is an award-winning, ISO 9001:2008 certified, Capability Maturity Model Integrated (CMMI®) Level 3 rated Service-Disabled Veteran-Owned Telecommunications, Engineering Support, Information Technology (IT), and Management Services firm, committed to providing the highest level of professional services and cost-effective solutions for today's challenging requirements.

LCI supports customers across the United States, as well as providing support to a number of international sites. We bring a strong customer focus, a clear commitment to quality, and our exceptional team of LCI professionals—resulting in an impressive list of past performance.

The LCI Philosophy

At LCI, we are committed to providing the **best product** and the **best people** at the **best price**. Our family of seasoned professionals is focused on providing a superior level of customer satisfaction, quality, and service, and cost-effective solutions, to meet the needs and requirements of our valued customers.

We believe in open, honest communication and collegial partnerships with our customers and

our teammates. We have a reputation for making our customers' missions our own, and our record of exceptional past performance is testament to our capabilities, expertise, and unwavering customer focus. Our LCI Core Values are:

ACHIEVEMENT
COMMITMENT
HONESTY
INTEGRITY
ACCOUNTABILITY
Community

From program management to computer system security, telecommunications, software development, system engineering, network administration, financial/accounting services, help desk support, and administrative/clerical support, LCI consistently provides qualified, customer-focused professionals able to rapidly respond to workload fluctuations, additional requirements, and new technologies.

For more information about LCI and the services we offer, contact:

Business Development
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LCI Customers

- ✦ Department of Defense (DoD)
- ✦ Oklahoma City Air Logistics Center (OC-ALC)
- ✦ U.S. Air Force
- ✦ Department of Homeland Security
- ✦ Army National Guard
- ✦ U.S. Army
- ✦ U.S. Navy
- ✦ DISA
- ✦ Federal Aviation Administration (FAA)
- ✦ General Services Administration (GSA)
- ✦ Document Automation and Production Services (DAPS) – Defense Logistics Agency (DLA)
- ✦ Army Reserve
- ✦ State of Oklahoma
- ✦ University of Oklahoma

Doing Business with Us

LCI offers several vehicles to choose from:

- ▶▶ GSA Consolidated Schedule
- ▶▶ Seaport-e
- ▶▶ NETCENTS
- ▶▶ VETS GWAC
- ▶▶ 8(a) STARS
- ▶▶ TAASC
- ▶▶ eFAST
- ▶▶ USAMS II
- ▶▶ OK IT Consulting IDIQ

- ✦ System Engineering
- ✦ Software Engineering
- ✦ Database Administration
- ✦ Web Development
- ✦ Information and Computer System Security
- ✦ Program Management
- ✦ Project Management
- ✦ Data/Records Management
- ✦ Mailroom Management
- ✦ Risk Management
- ✦ Resource/Facility Management
- ✦ Contract Support
- ✦ Telecommunications Management/Support
- ✦ Logistics Management
- ✦ Financial Management
- ✦ Help Desk Services
- ✦ Network Administration
- ✦ Accounting and Payroll
- ✦ Temporary Staffing Services
- ✦ Antenna Systems Installation/Maintenance
- ✦ Billing and Invoicing Support
- ✦ Acquisitions Management
- ✦ Advisory and Assistance Support (A&AS)
- ✦ Printing Plant Operations
- ✦ Training



Best Product, Best People, Best Price™

Service-Disabled Veteran-Owned

ISO 9001:2000 Certified, CMMI® Level 3 Rated

Advisory and Assistance Support (A&AS) Services

LCI provides a wide range of A&AS services to USAF and other DoD agency programs. We know the standards, policies, instructions, directives, and regulations that govern aircraft and weapon systems programs and provide:

- » Program Management
- » Administrative Management
- » Financial Management
- » Logistics Support
- » Configuration and Data Management
- » Property Management
- » Contract and Acquisition Support
- » Aerospace Engineering
- » Electrical Engineering
- » Mechanical Engineering
- » System Engineering
- » Software Engineering
- » Test and Evaluation Support
- » Manufacturing Support
- » Training
- » Security
- » Subject Matter Expertise
- » Plans/Studies/Technical Evaluations

Engineering and Technical Services

LCI brings the high level of engineering and technical expertise needed to make ideas fieldable, operational products and systems. We are experienced in full lifecycle development and maintenance to include:

- » Acquisition Management
- » Requirements Analysis and Management
- » Project Planning
- » Prototyping and Modeling
- » Design
- » Trade-off Studies and Market Analysis
- » Hardware Selection
- » Test Planning
- » Configuration Management
- » Testing
- » Quality Assurance
- » Product Integration
- » Verification and Validation
- » Training
- » Information Assurance
- » Interface Definition and Design
- » Software Engineering
- » System Engineering
- » Network Engineering
- » Database Design and Administration
- » Technical Support
- » User Training
- » Deployment
- » Risk Management

We offer process-oriented, high quality solutions and are very well-versed in DoD and commercial industry engineering and management standards like IEEE 12207, CMMI®, and the Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK®). We provide high quality products that meet requirements and are delivered as scheduled and within budget.

Network Operations

Along with Tier I, II, and III IT Help Desk support, LCI provides PC troubleshooting and repair, desktop upgrades, virus scanning/incident response, server administration, router and switch administration, peripheral support, and network administration, monitoring, and maintenance. We track equipment, software licenses, server and network availability, and trouble calls/tickets. LCI offers a responsive, customer-focused team of IT professionals to meet all our network/computer operations needs. Our systematic approach to network operations and desktop support allows us to provide the absolute highest level of quality and service to our customers, resulting in a flawless record of meeting performance requirements standards (standards we consistently exceed), exceptional customer ratings, and a high level of customer satisfaction. Our **ISO 9001:2008** Quality Management System (QMS) includes not only processes to measure performance, but also proven auditing, problem identification/resolution processes, and customer feedback systems. Let LCI help you take your IT support to the next level.

Telecommunications Infrastructure Support

From short-term small projects like installations and upgrades to multi-year contracts providing Operations and Maintenance (O&M) support, LCI can provide qualified personnel to support your telecommunications and network infrastructure requirements. We follow a systematic approach, conducting site surveys, developing project plans and schedules, conducting in- and out-briefings with customers, accomplishing the project as planned and scheduled, conducting quality inspections, and delivering comprehensive and easy-to-understand project reports. LCI also has a dedicated team of contracting specialists and purchasers to obtain quotes and purchase and track parts and equipment orders.

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