



www.lcibest.com

Best Product, Best People, Best Price™

SERVICES

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

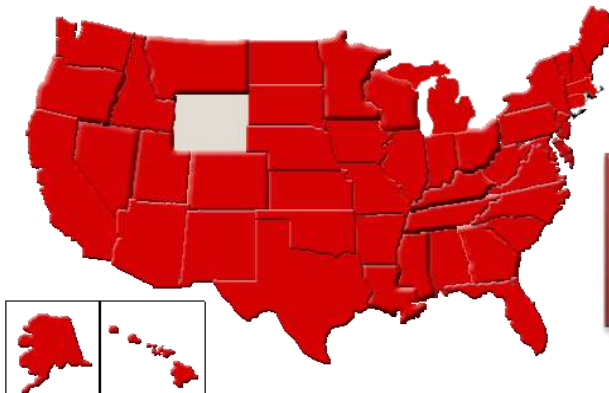
Leader Communications Incorporated (LCI) is an award-winning, ISO 9001:2015, ISO 27001:2013, and ISO 20000-1:2011 certified, Capability Maturity Model Integrated (CMMI®) Level 3 rated, Service-Disabled Veteran-Owned Small Business (SDVOSB), committed to providing the highest level of professional services and cost-effective solutions for today's challenging requirements.

LCI brings proven experience serving customers across the United States (as shown in red on our locations map below) and providing support to a number of international sites. We bring a strong customer focus, a clear commitment to quality, and our exceptional team of professionals—resulting in an impressive list of past performance. Our mission is to provide each customer with the best quality telecommunication infrastructure, information technology, engineering support, and management services.

The LCI Philosophy

At LCI, we are committed to providing the **best product** and the **best people** at the **best price**. Our seasoned professionals are focused on providing a superior level of customer satisfaction, quality, 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. LCI consistently provides qualified, customer-focused professionals able to rapidly respond to workload fluctuations, additional requirements, and new technologies.



CUSTOMERS

- Army National Guard
- Army Reserve
- Department of Defense
- Department of Homeland Security
- Defense Information Systems Agency
- Defense Logistics Agency
- Federal Aviation Administration
- General Services Administration
- National Oceanic & Atmospheric Administration
- U.S. Air Force
- U.S. Army
- U.S. Navy

ACHIEVEMENT
 COMMITMENT
 HONESTY
 INTEGRITY
 ACCOUNTABILITY
 Community

- International:
- | | | |
|------------------|-----------|----------------|
| Ascension Island | Greenland | Japan |
| Australia | Guam | Puerto Rico |
| Diego Garcia | Honduras | South Korea |
| Falkland Islands | Iceland | The Azores |
| Germany | Italy | United Kingdom |





Doing Business with Us

LCI offers multiple contract vehicles to choose from:

- DHS EAGLE II
- DLA JETS
- FAA eFAST
- GSA Consolidated Schedule
- GSA OASIS
- IMCS III
- NETCENTS 2
- SPARC
- SDVOSB Direct Awards
- Seaport-e
- GSA VETS II

Advisory and Assistance Support (A&AS) Services

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

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

Engineering and Technical Services

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

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

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 deliver 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 operation's 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 9001:2015 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.

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

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