

Pivotal Point, LLC

Pivotal Point, LLC is an 8(a) Certified, CVE Certified Veteran-Owned Small Business (VOSB), Economically Disadvantaged Woman Owned Small Business. Founded in 2008, Pivotal Point supports the Federal Government and Private Industry in Program/Project Management; Network Engineering; Inside Plant Support; Unified Communications Engineering, Integration and Management and Management Consulting.

We Care about the Customer. We are Driven to Lead the Industry with Results, Integrity and Solutions to Deliver Long-Term, Sustainable and Cost Effective Solutions.

In today's working environment, innovative technology offers a significant advantage to successfully get the job done. The challenge is choosing the right solution at the right time, and having the resources to implement and support.

With a team of experienced specialists, Pivotal Point provides expert consulting, management and tactical action for a broad range of IT and telecommunications support services. We achieve our results-driven outcomes with our seasoned staff and our expertise in our fields.

Our staff consists of skilled professionals proficient in IT, telecommunications, business operations, acquisition management and project management. With a **Top Secret Facility Clearance**, Pivotal Point currently works with Department of Defense and Civilian agencies. Our experience and knowledge of our clients' environments, initiatives and goals allow us to navigate daily challenges and successfully support our clients' mission requirements.

Pivotal Point, LLC Core Capabilities:

Pivotal Point offers a wide range of IT services, from temporary executive level management to ongoing daily support. Some clients use our expertise to enhance their own team with specific skill sets. Others outsource entire IT projects to us.

An outline of our core capabilities follows:

- **Program Management, Project Management and Management Consulting**
- **Telecommunications Systems Integration**
- **Physical Infrastructure Planning and Engineering**
- **Network Engineering**
- **Unified Communications Architecture, Integration and Management**

TECHINICAL CAPABILITIES

CAPABILITY	DESCRIPTION
Program/Project Management and Management Consulting (PMP, ITIL Certification)	Telecommunications Integrations, Transitions, Nodes Installs and De-Installations. Physical Infrastructure Planning and Engineering. IT Systems Integration and Transition Business Process Reengineering
Telecommunications Integration Services	Circuit and Infrastructure Transition, Voice over Internet Protocol (VoIP) Infrastructure Planning and Engineering; Time Division Multiplex (TDM) Voice Infrastructure Engineering and Maintenance, Voice to VoIP Infrastructure Transition
Network Engineering Services	Ethernet Switch Equipment Configuration, Layer 2 and 3 Virtual Private Network Design, Multi-Protocol Label Switching (MPLS), Network Routing Protocol Applications (BGP4, EIGRP, OSPF, RIP), Dense Wave Division Multiplex (DWDM)/Course Wave Division Multiplex (CWDM), Synchronous Optical Network (SONET)/Synchronous Digital Hierarchy (SDH), Time Division Multiplex (TDM) ANSI Standard, LAN, WAN
Unified Communication	System Architecture & Design, Implementation and Deployment, Contact Center UCCE, UCCE Scripting & Design, Rich-media conferencing, Mobility, Conferencing & Telephony, Messaging - Email & IM/Presence (Jabber), OAMP (Operations, Administration, Maintenance and Provisioning), Multi-Tier UC Support, UC System Optimization
Physical Infrastructure Planning and Engineering Services	Fiber Optic Cable/Cable Outside Plant and Inside Plant Installation and testing, Telecommunications Room/Data Room Infrastructure design and Installation, Point to Point Local Multipoint Distribution Service (LMDS)/Multipoint Wi-Max Wireless, Free Space Optics, Distributed Antenna System (DAS) architecture design and deployment project management, Gigabit Passive Optical Network (GPON) architecture design and deployment project management, Wireless Fidelity (WiFi) system architecture design and deployment project management, Uninterruptable Power Supply (UPS) Infrastructure design and maintenance