



CAPABILITY STATEMENT

1st Action, Inc.

Take Action with 1st Action

1st Action delivers innovative business solutions through strategic planning, secure technology, and expert management of technical environments—empowering clients to succeed and thrive in complex, ever-changing landscapes.

1st Action uses a system design approach to implement and manage technology for Government and Commercial clients, enabling them to achieve their organization’s vision in complex environments. Through an understanding of our customers’ culture, processes, and business needs, 1st Action assists our customers in implementing sustainable technological solutions to achieve measurable results. Our three business units, 1st Action Business Solutions, 1st Action Technologies, and 1st Action Management, offer complementary services focused on Strategic and Operational Planning, Information Technology Planning, Design, Security, and Operations, and Management for fixed and temporary operating environments.

1st Action, Inc.		
Business Solutions	Technologies	Management
<ul style="list-style-type: none"> • Strategic & Operational Planning • Continuity of Operations (COOP) • Program & Project Management • Process Improvement • Business Intelligence & Data Analytics 	<ul style="list-style-type: none"> • IT Assessments, Architecture & Engineering • Benchtop Instrumentation Reselling, Survey, & Installation • Value-Added Reselling • Information Security & Operations 	<ul style="list-style-type: none"> • CIO & CTO as a Service • IT Operations & Maintenance • Temporary Shelter & Forward Operating Base Support • Supply Chain Management • Managed IT Services

1st Action Qualifications

1st Action’s corporate capabilities are backed by employees with the following certifications, qualifications, and experience:

- Strategic Planning & Policy Development
- Project Management Professional (PMP)
- Information Technology Information Library (ITIL)
- Lean Six Sigma Black Belt
- CISSP, CEH, SEC+
- FEMA COOP Management Train-the-Trainer
- Defense Support of Civil Authorities
- Top Secret Security Clearances

Differentiators

1st Action’s employees have deep experience advising executive leadership, implementing IT solutions, and managing crisis operations for defense and civilian sectors. Our proprietary strategic planning process mixes foresight, design, and custom-developed assessments with actionable and iterative planning to navigate complexity in technical environments. Through a disciplined approach, 1st Action reduces complex environments to form predictable and reliable strategies that support business success. 1st Action ensures our recommended technology solutions align with identified business goals to enhance strategy execution.



Unique Entity ID: RFE6Z3B94JJ6
 CAGE Code: 0YBQ0
 SBA / SWaM Socio-economic Certifications: VOSB / SDVOSB
 NAICS: 513210, 517111, 517122, 517810, 541330, 541380, 541512, 541513, **541519 (Primary)**, 541611, 541613, 541690, 541618, 541713, 541715, 541990, 561110
<https://www.1stAction.us>

Past Performance

Value-Added Reselling: Department of the Army (INSCOM, GISA, 516th); Missile Defense Agency; Department of the Navy (PMRF); Richmond International Airport; Virginia DOT; Virginia State University
IT Consulting: NetBrain, Inc.; Richmond International Airport



1st Action Service & Partnership Architecture

Reseller. Systems Integrator. Managed Services Provider. Strategic Advisor.

★ OUR MISSION
Deliver trusted technology solutions, expert services, and long-term partnerships that strengthen mission readiness and drive lasting results.

BUSINESS OUTCOMES



MISSION READINESS
Improve ability to accomplish the mission effectively and reliably



OPERATIONAL EXCELLENCE
Increase efficiency, productivity and quality of operations



COST OPTIMIZATION
Reduce total cost of ownership and optimize resources



RISK REDUCTION
Reduce cyber, operational and business risks



ORGANIZATIONAL RESILIENCY
Withstand disruption and recover quickly



COMPLIANCE CONFIDENCE
Meet regulatory requirements and pass audits with confidence



DATA-DRIVEN DECISIONS
Leverage accurate data to make faster, smarter decisions



WORKFORCE TRANSFORMATION
Empower people and teams to adapt, grow and deliver value

PROFESSIONAL SERVICES



ASSESS



DESIGN



ENGINEER



IMPLEMENT



OPERATE



OPTIMIZE

SERVICE LINES

Integrated Solutions Powered by Our Partners & Expertise

1 ASSESSMENTS & ADVISORY SERVICES

- Cloud-to-Closet Assessment (NetBrain + Wiz)
- Zero Trust Readiness Assessment
- CMMC Readiness Assessment
- Network Health Assessment
- Cloud Readiness Assessment
- Risk, Compliance & Gap Analysis
- Executive Briefings & Roadmaps

Key Partners



2 IT SERVICE MANAGEMENT & OPERATIONAL EXCELLENCE



- OMRI™ Assessments (ITIL + Change Readiness + AI Tailoring)
- Service Catalog Development
- ITIL Process Improvement
- Governance & KPI Development
- Knowledge & Configuration Mgmt
- Organizational Change Management
- Operational Resiliency Planning
- Continual Service Improvement

Key Partners



3 CYBERSECURITY & COMPLIANCE



- Cloud Security (CNAPP / CSPM)
- Zero Trust Security
- Secure Web Gateway (SWG)
- Email Security & Anti-Phishing
- Data Loss Prevention (DLP)
- Endpoint Security (via Ecosystem)
- Insider Threat Protection
- Vulnerability Management
- Security Awareness Training
- SIEM / SOAR / MDR (via Ecosystem)
- Compliance Monitoring
- CMMC & NIST Support

Key Partners



4 NETWORK MODERNIZATION & AUTOMATION



- Automated Network Discovery
- Network Mapping & Documentation
- Configuration Compliance
- Runbook Automation
- Change Validation
- Operational Resiliency
- Troubleshooting Automation
- Network Engineering Services
- Secure Connectivity (SD-WAN)

Key Partner



5 CLOUD & INFRASTRUCTURE MODERNIZATION



- Hyperconverged Infrastructure (HCI)
- Private Cloud Solutions
- Hybrid Cloud Architectures
- VMware Migration / Exit Strategy
- Disaster Recovery & Business Continuity
- Kubernetes Platforms
- Cloud Migration Services
- Datacenter Modernization

Key Partners



6 EDUCATION & IMMERSIVE LEARNING



- AV & Collaboration Solutions
- XR / VR / AR Solutions
- Classroom Technology
- Learning Environment Design
- Simulation & Training Platforms
- Faculty Training & Support
- Deployment & Integration
- Ongoing Support & Managed Services

Key Partner



7 TECHNOLOGY PROCUREMENT & FULFILLMENT



- Software Procurement
- Hardware Procurement
- Contract Vehicle Access
- OEM Relationships
- Product Fulfillment
- Supply Chain Management
- Lifecycle & Warranty Support
- Logistics & Deployment

Key Partners



PARTNER ECOSYSTEM

netbrain
Network Automation & Visibility

WIZ
Cloud Security & CNAPP

proofpoint
Human-Centric Security

zscaler
Zero Trust Security (SSE / SWG / ZTNA)

NUTANIX
Hybrid Cloud & Infrastructure

midwiche
Education & Immersive Tech

KLA+
Semiconductor & Scientific Solutions

FOUR
Public Sector Software & SaaS Aggregation

carahsoft
Cyber, Cloud, Data, AI & Emerging Tech

Connection
Hardware, Infrastructure & End User Devices

SERVICE DELIVERY MODEL



Advisory & Consulting
Strategic guidance and roadmaps



Integration & Implementation
End-to-end solution delivery



Managed Services
NOC, SOC, ITSM & Cloud Operations (via Ecosystem)



Support & Optimization
Continuous improvement & innovation



Training & Enablement
Knowledge transfer & user adoption



Cleared & Secure Services
Cleared personnel & secure integration capabilities

VALUE WE DELIVER



Trusted Advisor
Domain expertise & mission understanding



Measurable Results
Driving performance, efficiency & ROI



Integrated Solutions
Technology, people & processes working together



Risk Reduction
Stronger security, compliance & operational resilience



Scalable & Flexible
Solutions that grow with your mission



Long-Term Partnership
Committed to your success for the long haul

Assess. Design. Engineer. Implement. Operate. Optimize.



One Partner. End-to-End Solutions. Lasting Impact.



1st Action. Your Mission is Our Action.