



Our goal is to translate your business visions into reality through the intelligent use of technology. Our team consists of subject matter experts with superior skills who deliver solutions that lead to genuine customer satisfaction

Leidit is a boutique IT consulting, systems integration and implementation company. Leidit works with customers to maximize the value of their IT systems and helps in their journey of digital transformation



SERVICENOW IMPLEMENTATION AND INTEGRATION

IT SERVICE MANAGEMENT - Incident, Change, Problem, Request, and comprehensive Service Catalog design and implementation

SOFTWARE & HARDWARE ASSET MANAGEMENT - Proper implementation of SAM and HAM end to end processes including requests for procurement, contracts, and lifecycle management

NOW PLATFORM APP ENGINE - Build new apps fast to turn business processes into digital workflows to deliver faster, smarter experiences. Extend or tailor existing ServiceNow apps to fit your business needs

IT OPERATIONS MANAGEMENT - Get visibility into your IT infrastructure and maintain a single health Configuration Management Database

IT BUSINESS MANAGEMENT - IT portfolio management. Apply a Technology Business Management model to reduce complexity and simplify management. Develop a single point of entry for all IT investments

SECURITY OPERATIONS - Security Incident Response. Improve the speed and efficiency of security response. User runbooks and playbooks for automation and orchestration to reduce time spent on basic tasks

APPLICATION DEVELOPMENT

- › Implement solutions that leverage existing technology investments
- › Provide performance metrics and business intelligence through improved data analytics
- › Enhance compliance with regulatory and industry requirements

AGILE AND DEVOPS

- › Employ agile processes that show scalable results quickly, adapt to user needs, and deliver secure solutions on time within budget
- › Implement solutions that leverage existing technology investments

DIFFERENTIATORS

- › Diverse, multilingual staff with international experience
- › Leidit is a ServiceNow Sales, Technology, and Public Sector Partner at Premier Partner Level
- › Over 20 ServiceNow Certifications for various ServiceNow Modules
- › Have successfully helped clients in 100% automation of their business requirements
- › Our full agile approach provides proof of concept within days or weeks of project kickoff

PAST PERFORMANCE

USAID SERVICENOW PLATFORM SUPPORT

Established the USAID ServiceNow Platform Support Program for Application Development on ServiceNow and implementation of ServiceNow Modules

Implementations:

IT Project Management, ITSM, ITOM (Discovery), Asset Management, Resource Management, Performance Analytics, Service Portal and Visual Task Boards

Applications Developed Include:

Records Inventory Management, Client Services Intake, Service Central Portal, Software and Hardware Approval Request, Mission Services and Travel Request, Training Request, COVID-19 Budget Transfer Request, Agency Approach to Field Services (AAFS Portal)

CENTER FOR MEDICAID & MEDICARE SERVICES (CMS)

Implementation of Security Incident Response on ServiceNow

More information available upon request

ABOUT US



Alex Khayo - Founder, CEO

Alex has over 24 years experience in various areas within the IT field, including work in software development, infrastructure projects, and as a field system manager. Khayo has a Bachelors of Science in Computer Engineering and earned his Executive MBA from Northwestern University.

Much of Khayo's experience came while working overseas for the U.S. Agency for International Development (USAID). After his experiences working at USAID and later, a rapidly growing IT consulting company, Khayo realized that he wanted to start his own company, one that would harness his experience and expertise to deliver high-quality solutions while employing a more professional approach.

Khayo established LEIDIT in 2017 with his partner Enver Malsia. Coming from conflict inflicted countries, both Malsia and Khayo worked hard and navigated hardships in their journeys to move and establish their careers in the U.S. "We value opportunities and work hard to always be prepared, because where we came from opportunities are very scarce. We are on a continuous improvement path, both technically as IT professionals and as business managers." For Khayo, the truest marker of success is continued customer satisfaction – knowing the company has helped a federal agency better achieve its mission. The relationships they build with their customers, as well as their technical knowledge, are part of what Khayo believes ultimately drives customer retention. "Our goal is to make an impact with every project we land," he says. "Those accomplishments give us energy to keep going and doing more." Khayo is a Scaled Agile certified consultant, PMP, has 3 ServiceNow CIS certifications and is a certified TBM consultant.



Enver Malsia - Co-founder, Chief Technical Officer

Enver has over 22 years of experience on IT systems, including designing innovative IT solutions and enhancing existing systems with new features. Committed to improve business productivity and efficiency. He manages LEIDIT's partnership with ServiceNow, ensuring that the company stays up to date with all the certifications and directs and builds ServiceNow Store applications.

Much of Malsia's experience came while working overseas for the U.S. Agency for International Development (USAID). Malsia always had an interest in technology. Growing up in war-torn Kosovo, "my dream was to be a programmer," he says. When he got his first PC – a Commodore 64, Malsia began learning BASIC and continued his programming education while living under extreme conditions due to war. He earned his Master of Science in Computer Sciences from University of Prishtina, Kosovo.

During his career, Malsia developed systems for Asset Management, Records Management, and a variety of other process automation applications. Malsia has 5 Certified Implementation Specialist certifications, Certified SNow Developer and ITSM suite certification. He possesses a broad range of technical skills on ServiceNow and in other Software development tools.

CLIENTS AND PARTNERS



USAID
FROM THE AMERICAN PEOPLE



CONTACT US

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CORPORATE DATA & CONTRACTS

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541519, 541611, 541618



Schedule

Contract # 47QTC A21D005J

GSA MAS - This Multiple Award Schedule grants your Agency direct access to the Leidit experts

carahsoft

PARTNER CONTRACT - Your Agency can purchase our products and services under your existing contract with Carahsoft. Add professional Services hours to your Carahsoft contract to have access to our Certified experts