

# CAPABILITY STATEMENT



## COMPANY OVERVIEW

- LEIDIT is an SBA 8(a) small business and Elite ServiceNow Partner delivering IT products, consulting, implementation, systems integration, sustainment, and operations since 2017.
- We help organizations accelerate ROI from ServiceNow with faster time-to-value, customer-first service, and AI-ready solutions.
- Trusted for proven quality and guaranteed delivery, LEIDIT delivers implementations for the ServiceNow AI Platform, including consulting, transformation, deployment, adoption, or integration.

**Elite**  
ServiceNow Partner

**450+**  
Certifications

**100+**  
Deployments to-date

**4 Apps**  
In ServiceNow Store

**1st** Federal Partner to have "Validated Practices"

**6** Product Line Achievements (PLAs)

## OUR SERVICES & SUPPORTED AGENCIES



### IT Service Management (ITSM)

Modernizing help desk and software support with streamlined ServiceNow workflows that improve service delivery, speed resolution, and reduce manual effort.



### IT Operations Management (ITOM)

Strengthening IT operations with proactive monitoring, connected insights, and automation that reduce outages and improve resilience before service disruptions escalate.



### Governance & Compliance

Helping organizations improve oversight, manage risk, and simplify compliance through real-time visibility and automated workflows that support audit readiness and accountability.



### Enterprise and IT Asset Management (ITAM)

Improving lifecycle visibility, support compliance, reduce costs, and strengthen reporting across hardware, software, and enterprise assets from procurement through retirement.



### Application Development

Building custom ServiceNow applications that solve operational challenges, extend platform value, and accelerate digital transformation with low-code solutions tailored to mission needs.



### Employee Workflow Automation

Connecting HR, workplace, procurement, and supplier workflows to improve employee experiences and increase organizational efficiency through faster requests, approvals, and service delivery.



### Security Operations

Enabling faster, more coordinated security response through integrated workflows that improve threat detection, remediation, and resilience across vulnerabilities, incidents, and activities.



### Enterprise Architecture & Portfolio Management

Aligning architecture and portfolio decisions to strategic priorities, helping organizations reduce complexity and modernize with confidence through clearer roadmaps, investment visibility.



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## WHAT SETS US APART

- LEIDIT stands apart through a **people-first, values-driven** approach that invests in our team and strengthens our service.
- Through **mentoring**, professional development, certification **incentives**, and **wellness** initiatives, we deliver with integrity, innovation, and lasting impact.



*"Before LEIDIT, we were buried in spreadsheets and manual work. Now, with a centralized, scalable asset system, we've streamlined our entire inventory process, and it shows in our efficiency."*

Federal Government Customer

*"What used to take six months, LEIDIT helped us accomplish in just six weeks. Their team brought clarity, structure, and focus, making this the smoothest upgrade we've experienced."*

Federal Government Customer



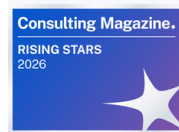
Consistent 5/5 Customer Satisfaction Score (CSAT)



Washington Business Journal (WBJ) Best Places to Work 2025 & 2026



OrangeSlices' 2026 ELEV8 GovCon Honoree



Consulting Magazine Rising Stars 2026 for Mentoring & Enrichment Programs

## OUR CLIENTS

 U.S. Agency for International Development (USAID)	 Indian Health Service (IHS)	 Commodity Futures Trading Commission (CFTC)	 Department of State (DoS)	 Alcohol and Tobacco Tax and Trade Bureau (TTB)	 Federal Reserve Board (FRB)	 Charleston County Parks and Recreation Commission (CCPRC)	 Veterans Affairs (VA)	 Air Force Reserve Command (AFRC)	 Centers for Medicare & Medicaid Services (CMS)
 National Institute of Health - Center for Information Technology (NIH CIT)	 National Institute of Health - National Cancer Institute (NIH NCI)	 U.S. Small Business Administration (SBA)	 U.S. Postal Services (USPS)	 State of Georgia (SoG)	 Arlington County	 Cherokee Nation Federal	 American Electric Power (AEP)		

## PRODUCTS

### MYAssets

A groundbreaking asset management tool that digitizes and simplifies the entire process.



### SCRUMPoker

A ServiceNow application tailored for Agile teams, turning estimation into a gamified experience.



## CERTIFICATIONS & PARTNERSHIPS

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## CONTACT INFO & CONTRACTS

- LEIDIT LLC, 1775 Tysons Blvd, Suite 500, Tysons, VA 22102
- [info@leidit.com](mailto:info@leidit.com)
- [www.leidit.com](http://www.leidit.com)

DUNS Number: 080495131  
 CAGE Code: 7TPP3  
 UEI: FA1ZFP4CB7W8  
 NAICS Codes: 541512, 541511, 51120, 541513, 541519, 541611, 541618



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