Quantum Technology Group

Capabilities Briefing

Empowering transformation through trusted partnerships and innovative solutions

Our mission is to innovate excellence by empowering people and steering the future.

We provide advanced solutions that help businesses and individuals succeed in today's ever-changing world. Our solutions are designed to make life easier, more efficient, and more productive.

Sales@GoQTG.com www.GoQTG.com

WHO WE ARE

Quantum Technology Group (QTG) is a highly successful Systems Integrator (SI) specializing in Information Technology (IT) and Digital Modernization within the federal, public sector, and commercial arenas. With a history spanning more than 15 years, our company has consistently achieved significant growth and success. Our journey is a testament to that success, driven by an unwavering commitment to excellence and an unyielding focus on delivering solutions. The Quantum team boasts a proven track record in delivering comprehensive Enterprise IT and Digital Modernization Solutions. With a deep understanding of federal, public sector, and commercial needs, coupled with our relentless commitment to innovation, we emerge as your trusted partner in achieving excellence.

Corporate Information:

- Established: 2009
- Headquarters: Huntersville, NC
- Offices: Washington, D.C.; Richmond, VA; St. Croix, USVI
- Clearance: Top Secret
- Socio- Economic Designations: SDVOSB, VOB, SB, SDB, 8(a) – Joint Venture (Sphere Defense Systems)
- DCAA Approved Accounting System
- DUNS: 011561851
- CAGE Code: 65Q34

Contract Vehicles (Prime):

- GSA 8(a) STARS III (JV, Sphere Defense System)
- GSA MAS (54151S, 54151ECOM)
- Navy Seaport-NXG

Primary NAICS:

517121: Telecommunications Resellers
541330: Engineering Services
541512: Computer Systems Design Services
541519: Other Computer Related Services

WHY CHOOSE US?

At QTG, our commitment is not just to deliver Enterprise IT and ServiceNow digital modernization solutions, but to architect a transformative journey for organizations seeking a competitive edge. What truly distinguishes us is our unique ability to navigate diverse sectors – federal government, public sector, and commercial entities – effortlessly transitioning between the stringent demands of governance and the agility demanded by the private sector.

Choosing QTG means embracing not just premier services but also embracing a collaborative journey aimed at propelling your organization toward a future where opportunities thrive. We're more than a service provider; we're a dedicated partner invested in steering your success. Together, let's navigate today's challenges while constructing a pathway toward tomorrow's triumphs. Join us in co-creating solutions that resonate not only for today but pave the way for the opportunities that lie ahead.

Innovation Through Collaboration

CORE COMPETENCIES

Enterprise Managed Services

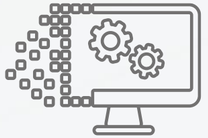
QTG provides managed services to design, build, and operate secure, scalable enterprise infrastructure. Our certified engineers couple disciplined operations with automation and data-driven oversight to sustain performance, availability, and audit readiness in alignment with Federal information assurance requirements. The result is resilient day-to-day operations and continuous improvement across the IT lifecycle—without compromising security or user experience, and with disciplined cost control.

- 24/7 Service Desk & End-User Support (Tier 1–3)
- Infrastructure Monitoring & Management (NOC)
- Cloud Strategy, Architecture, and FedRAMP Advisory
- Storage and Disaster Recovery
- ITIL-aligned Service Delivery & SLAs

Cybersecurity & Zero Trust Architecture

Team QTG designs and operationalizes Zero Trust security programs that link strategy to day-to-day operations. Our certified security engineers and architects provide advisory support and hands-on implementation to harden people, processes, and platforms; assess risk; validate controls; and deliver measurable remediation. We develop POA&Ms, support certification and accreditation, and align with applicable Federal and industry standards. By enforcing least-privilege access, continuous verification, and telemetry-driven governance, we reduce attack surface, accelerate audits, and sustain resilience across hybrid environments.

- 24x7x365 Security Operation Center (SOC)
- Infrastructure, Endpoint, and Data Security
- Risk Management Framework
- Incident Response Planning
- Vulnerability and Penetration Testing



Digital Modernization

Focused on measurable outcomes, QTG's transformation team modernizes legacy systems and processes to deliver secure, user-centered digital services. We streamline workflows, re-platform where it adds value, and apply data-driven design and change management to reduce technical debt, accelerate time-to-value, and elevate the user experience across the enterprise. We also establish clear roadmaps and KPIs to drive adoption and sustain benefits well beyond go-live.

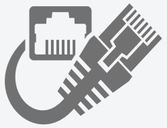
- Microsoft 365 and Azure Government Migration
- ServiceNow Design and Implementation Services
- Software-as-a-Service
- Process Modernization
- Document Scanning and Management

CORE COMPETENCIES

Project Management (PMO)

QTG's Program Management Office (PMO) collaborates with clients to turn strategy into executable portfolios and projects. We establish governance, standards, and tooling to prioritize investments, manage risk, and deliver benefits on schedule and within budget. Our team applies PMI-aligned methods with agile delivery to stand up enterprise programs—from lifecycle management initiatives to network operations centers—while driving transparency, change control, and benefits realization.

- Program and Project Management
- Governance
- IT Staff Augmentation
- Service Desk Support Services



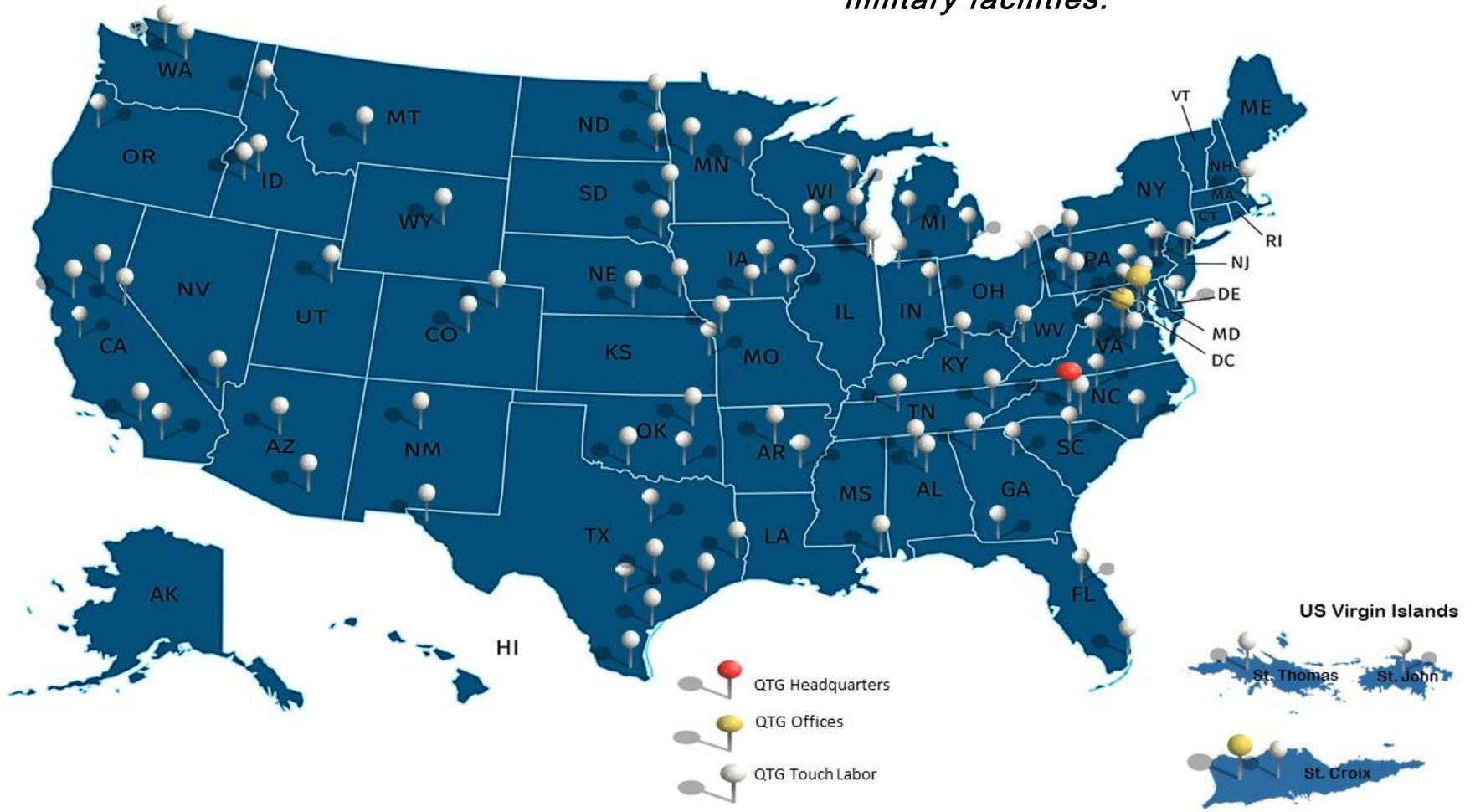
Telecommunications

Our experienced team of telecom professionals delivers full-lifecycle operations and management across transport, access, and edge domains. We engineer multi-vendor networks, converge voice, video, and data, and modernize from legacy PBX to SIP and UCaaS—embedding capacity planning, QoS, high availability, and security/compliance. This comprehensive approach ensures effective management of the telecom infrastructure.

- ISP/OSP Cabling Infrastructure
- Unified Communications as a Service (UCaaS)
- VOIP/PBX Phone Systems
- Digital/Land Mobile Radio

OUR REACH

Direct and indirect staff in 40+ states and territories overing 75+ metropolitan areas and over 100 civilian and military facilities.



OUR TECHNOLOGY PARTNERS

servicenow

solarwinds
AUTHORIZED PARTNER

N-ABLE

Microsoft
CERTIFIED
Partner

vmware
PARTNER
ENTERPRISE
SOLUTION PROVIDER

hp Partner

CISCO
Partner
Premier Certified

FORTINET

DELL PartnerDirect
Registered

ekahau
WIRELESS DESIGN

OUR CUSTOMERS

PROVEN SUCCESS

Enterprise IT - Securities and Exchange Commission (SEC)

CHALLENGE

Consolidating IT contracts into a single, comprehensive program for the SEC. The team needed to overcome several prevalent challenges, including service fragmentation, management complexity, and inconsistent service levels.

SOLUTION

QTG contributes to technology deployments and plays a key role in the Infrastructure Engineering function. This involves actively participating in the design and implementation of IT solutions tailored to meet the specific needs of the SEC. Through its multifaceted services, QTG ensures the efficient functioning and ongoing enhancement of the SEC's IT ecosystem.

BENEFIT

This unified approach not only streamlines administrative processes and ensures consistent quality across IT services but also leverages economies of scale for cost efficiency. It simplifies security and compliance management, promotes innovation, and facilitates effective change management by improving communication channels. Such consolidation supports mission-critical activities more efficiently, ensuring a cohesive, secure, and future-ready IT infrastructure.

PROVEN SUCCESS

Enterprise IT / Telecom - Defense Contract Management Agency (DCMA)

CHALLENGE

Agencies without a unified IT and telecommunications program face critical challenges, including operational inefficiencies due to disjointed communication systems and non-standardized processes, which delay important projects and disrupt workflows. This disunity not only escalates costs and complicates budget management but also leaves agencies exposed to cybersecurity threats, increasing the risk of data breaches and non-compliance with regulations. The lack of specialized support further affects service quality and user satisfaction, as slow resolution of technical issues and extended downtimes undermine the efficiency and effectiveness of agency operations.

SOLUTION

QTG delivered IT and Telecommunications Operations support across over 800 Defense Contract Management Agency (DCMA) locations globally, supporting more than 12,000 employees with services that include, Program Management, Service Desk, VoIP, Telecommunications Services and Cybersecurity support. QTG's involvement includes managing a diverse team of full-time employees and subcontractors, overseeing IT and telecommunications budgets, and implementing policies and systems that ensure the seamless operation of the DCMA's global service desk for IT and Telecommunications Services.

BENEFIT

QTG's support significantly enhanced DCMA's operational capabilities, enabling the agency to maintain high standards of efficiency, security, and reliability in its global operations. These enhancements are vital for DCMA to fulfill its mission of delivering effective contract management services in support of the Department of Defense and other federal organizations.

PROVEN SUCCESS

Enterprise IT - Government of the Virgin Islands (GVI), Bureau of Information Technology (BIT)

CHALLENGE

To establish an Enterprise IT program with the objective of enhancing the delivery of IT services by the Bureau of Information Technology (BIT) to over 30 Executive Branch agencies. This initiative aligns with the Governor's directive to digitize citizen interactions and reduce office visits. The focus is on establishing a stable and secure enterprise environment through the provision of managed services in network, systems, cloud, storage, disaster recovery, and cybersecurity

SOLUTION

In accordance with the directives of the Governor and CIO, QTG implemented an Enterprise IT program to modernize service delivery through digital solutions, including the establishment of the 1st Government Network Operations Center. Emphasizing the creation of a stable and secure environment, the initiative focuses on managed services in network, systems, cloud, storage, disaster recovery, and cybersecurity. The comprehensive plan encompasses assessments, strategic planning, stakeholder collaboration, technology integration, robust governance, continuous monitoring, and a transparent communication strategy with regular reporting to guarantee program success.

BENEFIT

This improvement ensures a more reliable and efficient delivery of services. The GVI benefits from heightened visibility and monitoring capabilities across its network and systems, enabling proactive measures to prevent disruptions to services. This increased awareness allows for swift responses to potential issues, contributing to the overall stability of the GVI's operations. Additionally, BIT has achieved significant advancements in maturing IT Service Delivery for the Executive Branch agencies.

PROVEN SUCCESS

ServiceNow - Government of the Virgin Islands (GVI), Bureau of Information Technology (BIT)

CHALLENGE

The GVI faced numerous challenges, including outdated processes, inefficient resource utilization, and limited accessibility to crucial data. Without modern digital tools, such as the ServiceNow platform they struggled with manual data entry, redundant tasks, and delayed decision-making. Overall, the absence of a digital transformation platform hampered the GVI’s ability to adapt to evolving demands, innovate effectively, and deliver timely services to residents.

SOLUTION

QTG, the ServiceNow Digital Modernization Partner for the GVI, significantly improved the technological infrastructure of 30+ executive agencies by deploying and maintaining ServiceNow's ITSM, CSM, and FSM applications. ITSM enhanced internal IT processes for increased efficiency and compliance, while CSM provided more responsive and personalized resident interactions. FSM optimized field operations, resulting in faster and more effective public service delivery, marking a substantial stride in operational excellence and public satisfaction for the government's digital modernization.

BENEFIT

Through the successful deployment and operations & maintenance of these ServiceNow applications, QTG played a crucial role in driving digital modernization across the government of the US Virgin Islands. The ITSM, CSM, and FSM applications collectively contributed to a more streamlined, efficient, and resident-focused service delivery model, paving the way for a more modern and responsive government.

PROVEN SUCCESS

Telecommunications – United States Space Force – Petersen SFB

CHALLENGE

Outdated cabling infrastructure significantly hindered the performance and reliability of the NIPRNet infrastructure, leading to slower data transmission speeds, increased network downtime, and potential security vulnerabilities which could compromise day-to-day operations and the strategic capabilities. In summary, the absence of this upgrade would have left Peterson Space Force Base with an outdated, less secure, and inefficient network infrastructure, affecting its operational readiness and ability to effectively fulfill its mission in an increasingly digital and connected defense landscape.

SOLUTION

QTG successfully completed a comprehensive cabling upgrade at Peterson SFB, deploying over 2200 new Category 6 (CAT 6) cables across 23 buildings to enhance the NIPRNet infrastructure. The project involved removing obsolete cabling, and QTG provided all necessary resources, ensuring compliance with contract requirements. Adhering meticulously to Peterson SFB Telecommunications Standards, BICSI, and ANSI/EIA/TIA guidelines, QTG conducted rigorous testing, consistently meeting or exceeding established performance benchmarks. This showcased our unwavering commitment to quality control and excellence, highlighting QTG's dedication throughout the project.

BENEFIT

The installation of the new Category 6 cabling throughout the 23 buildings on Peterson SFB, has markedly decreased risks and substantially upgraded the NIPRNet infrastructure. This improvement bolstered the communication networks and elevated the system's overall performance. This effort has yielded widespread advantages in terms of infrastructure robustness, operational efficiency, optimized resource use, and compliance with stringent quality and performance benchmarks. Ultimately, this project has significantly boosted the operational capacity of the base, ensuring a higher level of effectiveness in its operations.

PROVEN SUCCESS

ServiceNow - Government of the Virgin Islands (GVI), Office of Management and Budget (OMB)

CHALLENGE

Digitalize the Office of Management and Budget's (OMB) Social Security stipend program within two months to meet a mandated go live date – replace office visits, email and phone calls with an online solution for application receipt, supporting document upload, case tracking and stipend approval notification to residents.

SOLUTION

In 24 business days, QTG deployed ServiceNow Customer Service Management (CSM) for a resident facing self-service portal that delivered Case Management, a Knowledge Database for Self-Service, and Electronic Forms for real-time secure data capture, analytics & dashboards, and automated satisfaction surveys.

BENEFIT

Residents have a streamlined and user-friendly application process, featuring a one-step submission available 24/7. Each application, upon online submission, is automatically assigned a case number, simplifying communication between citizens and OMB. This innovation not only facilitates efficient resident-OMB interactions but also leverages existing GVI investments in the ServiceNow platform. The automation of manual processes within OMB enhances resident engagement and interaction. Furthermore, OMB successfully met the Governor's mandate to digitalize resident interactions and eliminate the need for office visits, marking a significant stride toward modernizing government services.

PROVEN SUCCESS

Enterprise IT - Air Force Recreational Park – Blakeslee Recreational Center (former Ft Fisher)

CHALLENGE

Design, procure, implement, and manage a wireless solution that supports 200-300 devices daily – Additionally provide onsite & remote support, monitoring, and management of Access points.

SOLUTION

A Cisco Meraki Wireless system was designed & implemented to meet the specific customer needs in the outdoor required outdoor environment. 24/7 remote monitoring and management was put in place to provide real-time statistics, performance, and proactive response to discovered issues.

BENEFIT

Citizens visiting Blakeslee now benefit from complimentary wireless services, addressing the challenge of limited cellular service availability in the area. This enhancement not only improves the overall visitor experience but also allows Blakeslee to market these complimentary wireless services as a unique offering to potential customers. By extending similar services to competitors, Blakeslee strategically increases its business opportunities, fostering a competitive edge in the market.

PROVEN SUCCESS

ServiceNow – Legislature of The United States Virgin Islands

CHALLENGE

Roll-call voting, attendance tracking, and debate timing were handled on paper—slowing sessions, creating transcription errors, and delaying official records. Reports had to be compiled manually, documents were scattered, and there was no real-time visibility into quorum, vote counts, or session status.

SOLUTION

Team QTG designed and implemented an Automated Roll-Call Voting System on ServiceNow. The solution captures member votes in real time, tracks attendance and quorum, and automatically generates official reports and journals. Clerks can upload supporting documents, manage agendas, and use an integrated debate timer to govern floor time—all within a secure, auditable workflow.

BENEFIT

The Legislature now runs faster, more transparent sessions with consistent records and fewer errors. Automated reporting shortens post-session processing, documents are centralized for easy retrieval, and leadership gains real-time insight into proceedings—advancing a modern, responsive legislative process.

QTG BUSINESS DEVELOPMENT TEAM

Empowering transformation through trusted partnerships and innovative solutions

Adam Jones
President

Michael Thurland
VI Growth Manager

Hurchell Greenaway
Sr. Program Manager

Taylor Andrew
Service Delivery Manager

Sales@GoQTG.co www.GoQTG.com