



READY SUPPORT SERVICES LLC
MISSION MATTERSSM

CAPABILITIES BRIEF



READY SUPPORT SERVICES LLC
MISSION MATTERS*

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SECTION ONE: ABOUT US

WHO ARE WE?

Ready Support Services (RSS) helps government agencies and organizations, like the Intelligence Community (IC) and the Department of Defense (DoD), identify and solve complex IT problems. From migrating your sensitive and confidential data to the cloud, to protecting your data from cyber threats, RSS is a trusted, reliable and affordable IT & security practice that believes that Mission Matters.

FOUNDERS JOURNEY

HOW WE GOT STARTED

Founded in 2010, RSS is focused on serving the needs of government and defense industry clients. RSS is a Veteran-Owned Small Business (VOSB) that has developed into a highly-skilled team with the requisite knowledge that extends our reach beyond that of a small business.

RSS brings almost a decade of industry knowledge, customer intelligence, and leads with the Achieve Results Together (A.R.T.) of execution in mind. This concept helps us achieve results while building a combined team that drives toward mission success.

WHAT WE DO

- *Aerospace and Defense Consulting*
 - We will provide real support for your C2 mission operations and C2ISR integration, testing and deployment program needs.
- *Business IT Services Consulting*
 - We will migrate your IT applications to a cloud-based platform, successfully performing application migrations on platforms like AWS and Microsoft Azure, or agency unique equipment (AUE), all while leveraging both private and hybrid system solutions.
- *Government and Enterprise Management Services*
 - We will provide end to end engineering and program management for national agencies while handling the entire IT lifecycle for agency unique infrastructure service provider (ISP) platforms.

WHAT MAKES US DIFFERENT?

RSS will work with you to analyze what you need and validate the technology solutions you have already procured to determine the right approach to achieve your business goals. We specialize in mission management of applications as they transition to cloud services. RSS brings direct experience building, deploying, and providing integration services for IC Cloud solutions to meet your needs.

RSS has extensive experience working with a variety of complex technical issues. Our team is comprised of military veterans with a proven success record supporting National missions' programs. We employ seasoned experts who have worked for multiple United States government agencies. Our team of trustworthy experts operate with the highest level of integrity, transparency, trust, and respect. We have experience securing the national footprint as well as other theaters of interest for our nation. We will apply that same level of focus, skill and discipline to defending yours.

“
**MISSION
MATTERS**

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We understand each business has a unique environment
We believe long-lasting relations are built on trust and respect
We use speed and innovation while keeping technology costs down
We deliver knowledgeable and experienced subject matter experts
We operate with confidentiality, integrity, availability and safety

OUR SERVICES

Cloud Application Integration & Migration

- We understand each business has a unique environment
- We believe long-lasting relations are built on trust and respect
- We use speed and innovation while keeping technology costs down
- We deliver knowledgeable and experienced subject matter experts
- We operate with confidentiality, integrity, availability and safety

ServiceNow® ITSM, ITOM and ITAM Services

- Specialize in On-Premise Deployments in Classified Resource environments
- Selected as the preferred ServiceNow On-Premise implementer by a large Prime Defense Contractor

Enterprise IT Operations & Management and Engineering Support Services

- We obtain top IT industry certifications and security clearances to ensure we deliver optimized, high quality IT services and solutions
- Experience running, supporting, and modernizing end-to-end IT infrastructures
- Integration services for IC cloud solutions like C2S, AWS, Azure, AUE, and CME
- Experience in complex compute, storage, network, and virtualization platform support services
- Unique ability to provide leadership and align proven IT disciplines that are tailored to each mission

Facilities and Data Center Installation and Deployment Management

- Experience in Facility Installation Technical (FIT) support including rack, stack, cabling, electrical, cooling, and integration of hardware and software
- Experience in requirements, systems design, and logistics datacenter support for COTS hardware and software

WHO SHOULD HIRE US?



Any organization that is ready to have a strategic partner to help solve its most difficult technology challenges – from cloud, data, and security issues to maintenance and support. Together we will address your challenges, determine the best solution, create a plan, and implement it.

Our brand promise is that we will succeed in our mission, regardless of how challenging it is. We enable our people to succeed because we recognize how important the mission is to your future success.

WHY US?



Our brand promise is that we will succeed in our mission, regardless of how challenging it is. We enable our people to succeed because we recognize how important the mission is to your future success. We provide commercial businesses opportunities for growth, without sacrificing safety. Security matters – especially in an uncertain world. For RSS, the fight to protect Main Street never stops.

SECTION TWO

**MANAGEMENT
TEAM**

BURTON ARISCO, **CHIEF EXECUTIVE OFFICER**

Burton Arisco serves as the Chief Executive Officer (CEO) for RSS. He brings more than 25 years of experience in financial management, business development, auditing, process engineering and leading high-performance teams. Mr. Arisco has been a part of management at RSS since 2017, serving as Chief Financial Officer (CFO) before becoming CEO in 2020. He is responsible for managing the company's strategic growth and change management.

Mr. Arisco has worked for both public and private companies throughout his career. His industry experience spans from semiconductor, high tech manufacturing and IT services to hospitality and travel.

Throughout his career, Mr. Arisco has focused on revenue growth and cost reductions, while sustaining positive cash flow for all levels of the business. Mr. Arisco has led the consolidation of large service groups, software implementations and division start-ups, making him the ideal person to lead RSS's growth initiatives.

JACOB STRAUSER, **FOUNDER & VICE PRESIDENT OF TECHNOLOGY**

Jacob Strauser is the Founder and Vice President of Technology at RSS. He has more than 25 years of experience in entrepreneurship, executive leadership, mission planning, systems engineering, IT operations management and security analytics.

Starting with one client, Mr. Strauser created the company in 2010 as a small IT venture. His goal was to bring enterprise experts to the streets of small-town USA. More than a decade later, Mr. Strauser's vision has become a reality and his first customer is still with him.

Mr. Strauser worked for Accenture Federal Services. While serving as the Chief Engineer, he focused on the strategic and long-term planning of both mission management and operations. He was also responsible for infrastructure interoperability and integration tasks for site mission systems. He left Accenture in 2015, to focus solely on RSS.

SECTION THREE: WHAT OUR CLIENTS ARE SAYING



“Thank you for all of your hard work and dedication! I am impressed by the perseverance and work ethic that shines brightly from your team.”

“Thanks for helping to pull off the very difficult tasks ‘again and again’.”

“Thank you for ALL of your help! You are an impressive team of ‘superheroes’.”



“The Cloud Migration team is the backbone of the program for customer service and problem solving for the customer, tenants and internal staff. We all take great pride in their conscientious work ethic; they carry a very heavy weight on their shoulders every single day. They all have a ‘can do’ attitude and provide sound feedback to all entities. With this work ethic, they all have ‘stayed the course’, supported each other and continued to cultivate great rapport and trust with the customer and their tenants. This is something all of them can be proud of.”

Agency Government Program Office

“The RSS Team executed seamlessly upgrading our system to the London version. They also did an outstanding job successfully deploying the Service Catalog to support software requests and capacity analysis requests.”

Large Defense Contractor Chief Engineer

“The RSS team continues to be outstanding at addressing issues that have been brought to their attention. They work closely with our internal security team in our effort to mitigate security vulnerabilities throughout the environment in regard to >365-day patching, firmware updates, quarterly patching, and providing tools to enable greater tracking of patching efforts.”

Large Defense Contractor Security Lead

“The RSS team consistently delivers high quality efforts in extremely complex storage environments under very short timelines. They are extremely reliable!”

Large Defense Contractor Chief Engineer

“The RSS Team is doing an outstanding job. They are very self-motivated and don’t require constant tasking. They know what needs to be done and take care of it. The networking knowledge they have added to the team has been very beneficial. The team turns to RSS for network support and RSS is willing to teach other team members what they know. They are always willing to learn new things. I have been very happy with RSS’s performance.”

Large Defense Contractor Tier 2 Supervisor

“RSS worked tirelessly, against difficult odds, to isolate the offending database hardware. In addition, they were able to discover a failing communications node that was masking a deeper problem. They are the subject matter experts you go to when you need something troubleshot.”

Large Defense Contractor IO&M Lead

“The RSS SNOW Discovery tool implementation paved the way for our Directorate for remote inventory! Way to go! Thank you for setting the example!”

Agency Government Program Office

“The RSS Team continued to provide system updates, installs, and configured additional feature sets without any formal requirements from the customer. They knew what needed to be done and did it.”

Large Defense Contractor Program SNOW Lead

“We couldn’t have achieved 100% Award Fee without RSS. Thank you!”

Large Defense Contractor Program Technical Subcontract Manager



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