

VINCENT ACTUAL LLC

AI-Powered IT Service Management | Certified SDVOSB
Service-Disabled Veteran-Owned Small Business

ABOUT

Vincent Actual LLC delivers AI-powered managed service provider (MSP) ticket triage and IT operations support for federal agencies and defense organizations. Founded by a Navy veteran and MSP engineer, we combine deep technical expertise in cloud infrastructure, network operations, and cybersecurity with cutting-edge AI automation to reduce mean time to resolution and improve service delivery at scale.

CORE CAPABILITIES

- AI-Powered Ticket Triage -- Automated classification, priority scoring, and intelligent routing of IT service tickets using machine learning models trained on MSP workflows
- Managed IT Services -- End-to-end infrastructure monitoring, incident response, patch management, and help desk operations for hybrid cloud environments
- Cloud Architecture & Migration -- AWS and Azure environment design, migration planning, and ongoing optimization for federal workloads (FedRAMP-aligned)
- Network Engineering -- Enterprise LAN/WAN design, firewall configuration, VPN deployment, and SD-WAN implementation
- Cybersecurity Operations -- Vulnerability assessment, SIEM management, endpoint protection, and NIST 800-171/CMMC compliance support
- IT Workforce Augmentation -- Skilled technicians for Tier 1-3 support, NOC staffing, and project-based engineering engagements

DIFFERENTIATORS

- Purpose-built AI triage engine reduces ticket routing time by up to 70% and improves first-call resolution rates
- Veteran-led team with hands-on federal IT operations experience, not just consulting theory
- Lean SDVOSB structure enables rapid deployment, competitive pricing, and agile response to mission requirements
- Adjunct networking professor -- deep bench in training, knowledge transfer, and documentation

COMPANY DATA

UEI: HYF3DVP3MV25
CAGE Code: 13AB4
Structure: LLC
Size: Small Business
Certification: SDVOSB
Founded: 2025
HQ: Miami Beach, FL

NAICS CODES

541512 -- Computer Systems Design
541519 -- Other Computer Related Services
518210 -- Computing Infrastructure Providers, Data Processing, & Related

CONTRACT VEHICLES

Actively pursuing GSA MAS Schedule and Polaris GWAC SDVOSB Pool. Available for subcontracting under Alliant 2, CIO-SP3, and ITSSS-2 via prime partners.

PAST PERFORMANCE

MSP operations supporting multi-tenant environments with 500+ endpoints. AI ticket triage prototype deployed and validated in production MSP workflows. Details available upon request.

CONTACT

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