



COMPANY OVERVIEW

iQ GovSolutions is the dba for iQuasar LLC, an ISO 27001 and ISO 9001 certified company. We are an SBA-certified 8(a) Small Business headquartered in Sterling, VA. With over two decades of business experience, we specialize in developing tailored solutions, ranging from custom software development and system integration to software team augmentation and AI integration, serving federal, state, and local governments as well as commercial clients.

Our growing list of clients includes Federal Reserve Board (FRB), United States Patent and Trade Office (USPTO), Health and Human Services(HHS), Department of Interior , Department of Agriculture (USDA), Department of Defense (DoD), Department of Army (DA), Department of Navy and Environmental Protection Agency (EPA)

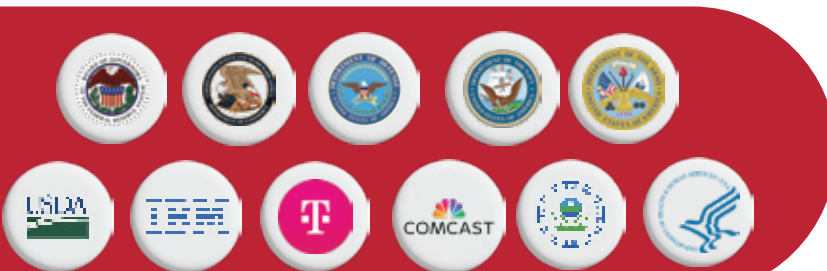
CORE COMPETENCIES

- Custom Software Development
- Mobile App Development
- System Integration
- Web Development
- SaaS Development
- AI Integration
- UI/UX Design
- Software Testing
- Legacy System Modernization
- Software Product Engineering
- DevOps as a Service
- Software Team Augmentation

DIFFERENTIATORS

- 97% Customer Satisfaction Rating, Independently Verified by Dun and Bradstreet
- Industry Leading Net Promoter Score (NPS)
- A+ Highest Credibility and Satisfaction Rating by Better Business Bureau (BBB)
- Clutch-verified and featured in top Clutch lists

CLIENTS



CORPORATE DATA

CAGE CODE	6R6J9
SAM UEI	FWDJE9V4FP33
NAICS	541511 541512, 541513 541519

CONTRACT VEHICLES



AWARDS

- Inc. 500/5000 fastest growing
- Top Business in Loudoun County, VA - Rank # 1 in 2013
- Best IT Consulting Company in the USA: Meet Advisors
- US Pan Asian American Chamber of Commerce (USPAACC) Fast 50 Asian American Business

OUR TECHNOLOGY PARTNERS





CHALLENGE

The client was struggling with manual, error-prone, time consuming process of categorizing support tickets. Support staff had to manually review each ticket's details which led to delayed responses, inaccurate ticket assignments and increased operational bottlenecks.

SOLUTION

Developed an AI-powered ticket management platform to automate the categorization of support tickets, reduce manual intervention, and improve internal workflows. The platform analyzes incoming ticket data and automatically categorizes them based on their content. The solution includes Data Integration, API Integration, Categorization, Workflow Automation, .NET Framework, OpenAI, Third-Party APIs, SQL Database.

IMPACT

50% Reduction in Ticket Processing Time

AI automation drastically reduced the time required for ticket categorization, accelerating response times.

Seamless Integration

The AI solution was integrated into the Client's existing ticket management systems without disrupting ongoing operations, allowing the business to continue running smoothly.

Higher Accuracy

The AI system minimized errors associated with manual ticket categorization, ensuring greater precision and accuracy.

Optimized Workflows

The solution allowed the support team to spend more time resolving customer issues rather than handling administrative tasks, ultimately boosting overall productivity.

Enhanced Customer Satisfaction

The faster issue resolution, coupled with the accuracy of AI-driven categorization, led to improved service quality and greater customer satisfaction.