



COMPANY OVERVIEW

iQ GovSolutions is the dba for iQuasar LLC, an ISO 27001 and ISO 9001 certified company, headquartered in Sterling, VA. We are fully compliant with CMMC Level 1 standards, ensuring robust cybersecurity practices to meet the Department of Defense's (DoD) requirements for handling Controlled Unclassified Information (CUI). In addition, we hold a GSA MAS Contract, facilitating federal agencies' access to our services under streamlined acquisition processes. With over two decades of business experience, we specialize in developing tailored software 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, United States Patent and Trade Office (USPTO), State Council of Higher Education for Virginia (SCHEV), City of Chesapeake, Virginia Employment Commission, Maryland Judiciary, State of Washington Office of Financial Management.

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



CERTIFICATIONS



CONTRACTS



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.

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.

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.

Enhanced Customer Satisfaction

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