



ALPHA TANGO
BUSINESS TECHNOLOGY

BUSINESS TECHNOLOGY • SYSTEM SUPPORT • COMPLIANCE READINESS

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HQ: Temple, TX

REMOTE: San Antonio, TX | Cullman, AL

EXECUTIVE SUMMARY

Alpha Tango LLC is a Texas-based, HUB-certified small business specializing in comprehensive end-user IT outsourcing services. We bring proven government sector experience, advanced cybersecurity credentials, and accessibility compliance expertise to support Texas state and local entities through the DIR Cooperative Contracts Program.

CORE CAPABILITIES

Service Desk & Desktop Support

- SolarWinds Web Help Desk administration
- Microsoft 365 & Active Directory management
- Remote & on-site technical support
- Bilingual support (English/Spanish)

Asset Management & Security

- CMMC Level 1 cybersecurity compliance
- Asset lifecycle tracking (FreshService)
- Network infrastructure & security monitoring
- Hardware procurement & deployment

Accessibility & Compliance

- Section 508 & WCAG 2.1 compliance
- ADA assistive technology (JAWS, ZoomText)
- Document accessibility remediation
- TEA (Texas Education Agency) standards alignment

Network & Mobility Services

- LAN/WAN design & implementation
- Wireless network configuration
- Mobile device management (MDM)
- Break/fix & maintenance services





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PROVEN RESULTS & EXPERIENCE

GOVERNMENT SECTOR SUCCESS

Central Texas Council of Governments/Workforce Solutions (2022-2025)

Systems Administrator for 100+ personnel

- Improved cybersecurity score from 1.49% to 1.71%; reduced vulnerabilities from 8.8 to 8.1
- Implemented SolarWinds Web Help Desk with SLA routing and comprehensive reporting
- Managed accessibility compliance with Section 508/WCAG 2.1 across public systems

COMMERCIAL PROJECT HIGHLIGHTS

IT Infrastructure Project: Complete LAN setup, Microsoft 365 deployment, network integration (2-month timeline)

Digital Transformation: Website modernization achieving 158% increase in traffic, 140% increase in unique visitors

Cybersecurity Response: Phishing investigation with comprehensive security audit and remediation plan

CERTIFICATIONS & COMPETITIVE ADVANTAGES

Business Certifications

- Texas HUB (2024-2028)
- SBA EDWOSB/WOSB (2024-2028)
- CAGE Code: 9Q2N5
- CMMC Level 1 Certified (2025-2026)

Technical Certifications

- CyberAB Registered Practitioner
- Microsoft 365 Fundamentals
- Google Cybersecurity Certificate

KEY DIFFERENTIATORS FOR DIR COOPERATIVE CONTRACTS

Texas HUB Advantage: Meets diversity requirements with proven government sector experience

Accessibility Expertise: Section 508/WCAG 2.1 compliance and assistive technology implementation

Cybersecurity Focus: CMMC Level 1 certified with documented security improvements

Scalable Solutions: From small business implementations to multi-location government operations

Local Texas Presence: Central Texas base with bilingual capabilities and regional knowledge

READY TO SERVE TEXAS GOVERNMENT ENTITIES

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