

**VICINITY**

# Statement of Qualifications

Vicinity Group LLC

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(907) 885-2272

[www.vicinity.team](http://www.vicinity.team)

# Our Story

Vicinity was founded by four seasoned IT professionals with complementary expertise and a shared vision: to bring top-tier technology services and opportunities to communities often overlooked by the IT industry. We saw firsthand how businesses and organizations in rural areas—places like Hawaii, Alaska, Guam, and tribal lands across the continental United States—were underserved, limiting their potential for economic growth and community development. Our mission is rooted in addressing these gaps, not only as a business but as partners invested in the long-term success of the communities we serve.

At Vicinity, we believe in “doing well by doing good.” While we deliver reliable, cutting-edge Managed IT and consulting services, our work often goes beyond the technology itself. We help organizations uncover opportunities, such as securing grant funding, and foster cross-industry partnerships that bring stakeholders together to tackle shared challenges and drive forward impactful initiatives. By connecting local businesses, nonprofits, and public agencies, we create collaborative environments where technology becomes a tool for innovation, resilience, and growth. As a team that lives and works in the places we serve, we are deeply invested in having a positive impact on these communities. By focusing on local engagement and understanding the unique challenges and aspirations of our neighbors, we aim to build lasting relationships and contribute meaningfully to the well-being of the areas we call home.

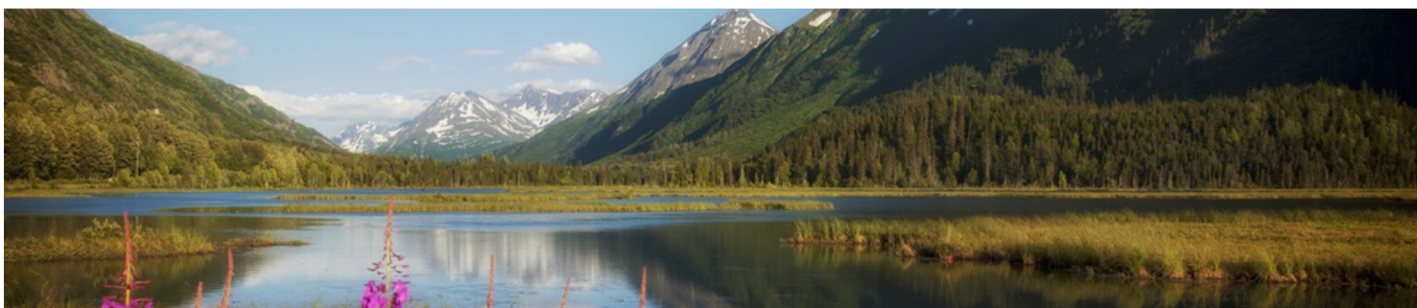


**Vicinity Group, LLC**

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# Our Team

## VISION

Our team wakes up each day with the goal of being useful to their community, as our ultimate fulfillment stems from helping others reach their full potential.

## MISSION

Our mission is to provide exceptional outcomes for our clients, enabling organizations and individuals to lead productive, healthy, and fulfilling lives.

## Why Choose Us



125+

Collective Years of Experience



50+

Organizations served in the greater Indo-Pacific



20+

Talented business and technology professionals

## Support Local Hire

At Vicinity, we are committed to supporting local talent by partnering with vocational schools to create pathways into the IT industry, equipping students with the skills needed for in-demand careers. Beyond this, we prioritize investing in meaningful, long-term career opportunities within the communities we serve, ensuring our team reflects the local areas where we live and work.

## Organization and Management



**Justin Burgess**  
CEO



**Robert Thurston**  
COO



**Sam Bolanos,**  
CPA, CMA  
CFO



**Keith Ziolkowski**  
CXO



# Client References

Trusted by Leading Clients: See What They Have to Say About Us



*"It's the best decision this administration has made, to use Vicinity."*

**Dorothea Adams, Executive Director CATG**



# Our Approach

## Combining Local Commitment with National Expertise

### Client-Centered Partnerships

At Vicinity, we prioritize long-term partnerships by deeply understanding each client's unique challenges and goals, working as a trusted partner fully invested in their success.



### Local Service, National Expertise

We combine service focused local technicians with remote support experts to cover all your IT needs.

### No-BS Guarantee

Our No-BS Guarantee means you'll always get honest advice, clear communication, and solutions that truly work for your organization. If there's ever an issue, we don't pass the buck—we solve it, period.

At Vicinity, we're proud to have a strong presence in Anchorage, where our local technicians provide immediate, on-the-ground support when it matters most. Whether it's resolving urgent IT issues or helping implement strategic technology projects, our team is always ready to respond with the expertise and reliability you can count on. We understand that having a trusted local team makes all the difference.

We're deeply invested in the local community, hiring entry-level technicians from the University of Alaska Anchorage and AVTEC to provide opportunities for emerging talent. By fostering the next generation of IT professionals right here in Anchorage, we're building a team that's rooted in the area's strengths and values. To ensure our clients have access to the best solutions possible, we also partner our local technicians with national experts. This collaboration allows us to bring specialized knowledge and cutting-edge solutions to our clients without ever compromising the value of our local connections and insights.

At the heart of our approach is a commitment to exceptional service, transparency, and authenticity. Our team embodies a no-nonsense, get it done attitude—addressing challenges directly, solving problems efficiently, and treating every client with respect and honesty. Above all, we believe in being good people who care about the work we do and the clients we serve. This philosophy is what drives us to deliver IT solutions that truly make a difference, every day.

# Our Services

Solutions built to last and services you can trust, all year round

## Comprehensive IT Security and Infrastructure

Protect and strengthen your organization with comprehensive IT security and infrastructure solutions. From endpoint protection and cybersecurity management to server administration and network engineering, we ensure your systems are secure, reliable, and optimized. Our proactive planning for disaster recovery and incident response keeps your operations resilient against evolving threats.



## Strategic IT Support and Partnership

At Vicinity, we focus on helping our clients achieve their goals by delivering the right technology and support to meet their unique needs. Our concierge help desk services provide fast, expert assistance to resolve day-to-day IT challenges, ensuring your team can stay focused on what matters most. Meanwhile, our dedicated IT experts work alongside you to design and implement innovative solutions that drive outcomes and deliver lasting value. We are committed to being your long-term partner, fully invested in your success and working tirelessly to help you achieve it.

## Cloud, Telecom, and Connectivity Solutions

We enable organizations to access world-leading cloud and AI capabilities by delivering reliable, high-performance network connectivity where it's needed most. Our expertise spans Low Earth Orbit (LEO) satellite systems like Starlink, LTE wireless, fiber optic networks, and hybrid connectivity solutions—creating robust connections in places where none previously existed. This is especially transformative for rural and remote areas, breaking free from the limitations of outdated geosynchronous satellite services and empowering organizations with the tools they need to thrive in a modern, connected world.

# Case Study

## How an Insurance Broker increased remote worker productivity 30% by moving to Microsoft 365

An insurance broker facing high IT costs and outdated systems partnered with Vicinity to modernize its infrastructure and operations. Their legacy setup relied on a data center-hosted Windows File Server, Active Directory, and email server, connected via an expensive fiber optic MPLS broadband service. These systems were not only costly but also hindered flexibility and collaboration, leaving the organization unable to keep pace with its evolving business needs.

Vicinity quickly developed a plan to transition the company to a "no server" IT model, focusing on rapid cloud migration. Core file, email, and collaboration tools were seamlessly moved to Microsoft 365, providing employees with integrated, modern tools to improve communication and productivity. To replace the costly MPLS service, Vicinity implemented an SD-WAN integrated next-generation firewall, leveraging affordable broadband connections without compromising security or uptime. Additionally, on-premise scan-to-email workflows were integrated with the company's core business applications, now hosted in the cloud, ensuring continuity in critical processes.

The results were transformative. The organization significantly reduced its IT costs while gaining a more flexible, resilient infrastructure. Employees experienced improved collaboration with easy access to files and communication tools from any location. With its modernized IT environment, the insurance broker is now better equipped to adapt to future challenges and seize new opportunities, thanks to Vicinity's expert guidance and innovative solutions.

## Key Outcomes

- ✓ Eliminated expensive MPLS connectivity and legacy data center infrastructure, reducing IT costs while streamlining operations.
- ✓ Migrated to Microsoft 365 for file sharing, email, and collaboration, empowering employees with modern, integrated tools accessible from anywhere.
- ✓ Implemented a secure SD-WAN solution and migrated core business applications to the cloud, providing reliable access and ensuring business continuity.

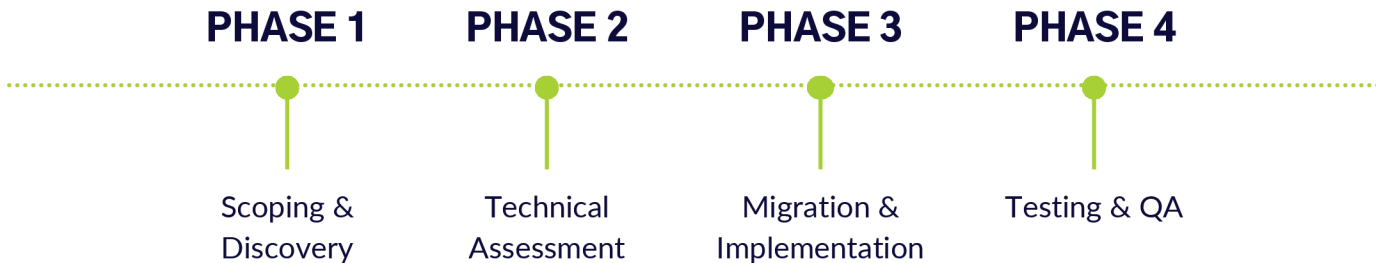


**Project Timeline:** 60 Days

**Delivered on time and on budget**



# Case Study Roadmap



Our first step was a thorough evaluation of the organization's existing IT environment. This included mapping all file and document storage, analyzing file permissions, assessing data backup requirements, and understanding critical business workflows. By gaining a comprehensive understanding of the legacy infrastructure, we ensured that no detail was overlooked and that the migration would align seamlessly with the organization's operational needs.

With the assessment complete, we developed a detailed migration plan and schedule tailored to minimize disruption. This plan outlined the steps for transferring file storage, email, and business applications to the cloud, as well as implementing new networking and security solutions.

During the migration phase, our team worked diligently to move data, systems, and workflows to the new cloud-based environment. Once the migration was complete, we conducted comprehensive quality assurance (QA) to verify that all data, permissions, and workflows had transitioned successfully. Employees were onboarded to the new tools and processes, and thorough testing ensured everything operated as intended. Only after confirming a smooth transition did we decommission the old server infrastructure, completing the project with confidence and precision.

## How you can apply this to your organization:

### Stop Hoarding Data on Old Servers

Ditch the outdated hardware and move your files, email, and records to secure cloud storage—it's accessible, reliable, and way easier to manage.

### Cut the Telecom Fat

Drop the overpriced MPLS and dedicated circuits. Modern SD-WAN gives you better performance and security for a fraction of the cost.

### Use What You're Already Paying For

Check your current subscriptions. Chances are, you're not fully using cloud tools that could make your life easier and your business run smoother.

# More questions? Let's talk.

[www.vicinity.team](http://www.vicinity.team)  
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**We are in your Vicinity**

