



# CAYUSE

## COMMERCIAL SERVICES

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## CAPABILITIES STATEMENT

Since its founding in 2006 with Cayuse Technologies, the Cayuse family of companies-including Cayuse Commercial Services-has earned a strong reputation for delivering proven solutions, world-class expertise, and lasting client partnerships. We provide expert remote technology solutions and specialize in recruiting top talent for staff augmentation needs. Cayuse has successfully partnered with clients spanning many sizes and industries, including Fortune 500 companies.

In addition to talent and resources, contracting with Cayuse provides a partnership built on shared values and meaningful collaboration. As a 100% Native American-owned business, we engage in purposeful partnerships with impactful missions.

### END-USER SERVICES

- Service Desk (Tier 1-2)
- Help Desk (client facing)
- Deskside Support (remote/onsite)
- Call Center
- AI/ Automation
- Data Reporting & Analytics

### IT OPERATIONS

- IT Operations Center (ITOC)
- Network Operations Center (NOC)
- Security Operations Center (SOC)
- Cyber Resilient Strategies
- FinOps
- Identity & Access Management
- Asset Management

### STAFFING SOLUTIONS

- AppDev Skills
  - » Developers, Testers
- Cloud Platform Skills
  - » AWS, Azure, Google
- Enterprise Applications
  - » SAP, Salesforce
- Cybersecurity Practitioners
- Software Licensing Specialists
  - » Oracle, Microsoft
- Accountants, Bookkeepers
- Virtual Executive Assistants

### BUSINESS SUPPORT SERVICES

- Channel Partner Processing
- Outsourced AP/ AR Functions
- Private Mobile Networks
- Airports, Mines
- Reseller Services
- IT-in-a-Box
- Website
- Microsoft Office 365
- Cloud Migration
- Service Desk
- HW/SW Procurement

# EXPERIENCE

## Service Desk

Cayuse transformed the Tier 1 help desk operations for a major U.S. utility provider, addressing high call abandonment, low first-call resolution, and declining end-user satisfaction. We implemented 24/7 support, a tailored training program, and a QA process to improve service quality. Results include a 95% first-call resolution rate, average answer times under 30 seconds, CSAT scores of 4.3/5, and a significantly reduced call abandonment rate. Cayuse continues to drive operational excellence and IT enhancements through ongoing support and process improvements.

## Application Modernization

A global tech manufacturer needed a more efficient way to manage end user hardware testing. For decades, they relied on physically shipping equipment for compatibility checks-a process that was both time consuming and expensive. They sought a smarter solution to streamline this effort and reduce the need for global shipping. Cayuse developed a cloud app for virtual beta testing, serving 12,000 daily users and scheduling over 200,000 reservations across 15,000+ server systems.

## Cybersecurity

An international hotel franchise required a gap assessment of their ability to recover critical business data in the event of a ransomware attack. Leading the efforts, Cayuse: 1) conducted a detailed analysis of the critical data by recovery tiers, 2) developed a plan to implement the required procedures to protect and recover the client's data in the event of an interruption of their critical business processes, 3) assured that critical data was backed-up, encrypted, copied to an alternate location, and met business recovery requirements, and 4) validated the new procedures and documented the recovery results for potential future audit requirements. The procedures put in place support the client's journey toward implementing and testing an end-to-end disaster recovery program.

## IT Managed Services

An HOA office was using outdated platforms and failing equipment that were limiting operations and security. Having a limited budget and lacking internal technical resources, they needed an IT partner who could deliver solutions quickly and with as little interruption as possible. Cayuse went onsite to manage a set of high priority projects which included: new equipment installation, upgrades to their aged network with a modern firewall, and enhancements to their security system. Phase two projects are underway to improve the HOA's website, conferencing capabilities, document management, and their maintenance communication system. The Client now operates in the cloud with improved safety measures and the ability to connect all stakeholders quickly and easily.

## NAICS CODES

### Primary:

**541511** Custom Computer Programming Services

### Secondary:

**518210** Data Processing, Hosting, and Related Services

**519190** All Other Information Services

**541519** Value-Added Reseller of HW/SW Products

**541990** All Other Professional, Scientific, and Technology

**561110** Office Administration Services

**561311** Employee Placement Agencies

**611420** Computer Training

**611430** Professional and Management Development

## SIC CODES

### Primary:

**7371** Custom Computer Program Services

### Secondary:

**5045** Computers and Peripheral Equipment and Software

**7363** Help Supply Services,

**7373** Computer Integrated Systems Design

**7374** Computer Processing and Data

**7378** Computer Maintenance and Repair

**7379** Computer Related Services Not Elsewhere Classified

**7389** Business Services Not Elsewhere Classified

**8331** Job Training and Vocational Rehab Services

**8741** Management Services

