



Capabilities Statement

Value-Added

Urban Ed Enterprises, Inc. (UEE) adds value to your employee's productivity while saving you on personnel cost.

- Certified HDI customer service technicians with aggressive help desk metrics and SLAs
- Our resolution time is within 4 hours on standard, non-escalated request
- Outsourced personnel eliminates the idle time of help desk staff during low volume help desk activity generating a savings on your personnel budget
- Tech certifications include MCP, A+, MCTS in Windows 7, Security+, Network+, Server+, Dell Certified System Engineer, HDI-CSR, Certified Technical Trainer, and MOS in Office 2007 & 2010.

Key Products and Services

Agencies and companies cannot operate without functioning technology. Our job is to provide quality IT support services to ensure mission-critical operations flow without interruption.

We provide:

- Help desk management
- End-user and desktop support
- Customized software installs and configuration
- Data entry services
- IT technical training & curriculum design
- Network and telecommunications configurations
- Tailored IT solutions

Contact Info

Urban Ed Enterprises, Inc.
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Company Designations

Cage Code: 4P6G9
 DUNS: 78-8184450
 EIN: 20-5710481
 Corporate Structure: HUB Zone Certified
 SDB Certified
 Minority-Owned
 Women-Owned
 Small Business
 Registrations: Certified Business Enterprise (DC)
 National Minority Supplier
 Development Council Business
 ORCA Registration: Complete
 NAICS Codes:
 811212, 541519, 611420, 611519, 443120
 SIC Codes:
 7378, Computer Maintenance and Repair
 7379, Computer Related Services

Company Principal

Roxanne J. Williams, CEO

Leading an emerging firm, Roxanne is a business management and IT professional with over 15 years of experience. She has worked for local companies, national agencies and the government helping to build small businesses and strengthening the economic fabric of communities and local businesses throughout the country. Roxanne is a graduate of Western Carolina University specializing in IT, organizational development and project management.