

CAPABILITY STATEMENT



Active CAGE Code | SAM Certified | DoD Security Cleared Workforce



READY • SECURE • LEAN

About IH Services

We deliver facility operations and maintenance services for secure spaces. You keep the core—business focus, real-estate strategy, policies, and standards—while IH Services assumes the entire facility operations and maintenance stack (performance/financial management, AP, call center, technology, EHS, service category management, and O&M PM/RM) on one cleared, self-performing platform. IH Services replaces the multi-vendor math (# of providers × # of contracts × # of tasks) with a single invoice and operating system that standardizes work, governs any required subs, and drives continuous improvement.

Core Capabilities

Integrated Hard + Soft Services—Your fully integrated facility service solution.

- **Hard Services:** HVAC, electrical, plumbing, connected buildings, energy management, projects, building automation system (BMS)
- **Soft Services:** Secure janitorial, production support, office support, mailroom, concierge
- **Site & Exterior Services:** Landscaping, grounds, snow/ice, pest control, hazmat
- **Platform & Technology:** CMMS, Client Command Portal, IoT sensor suite,

Security-Cleared Advantage

- Facility Security Officer on staff (32 CFR Part 117 NISPOM)
- Cleared workforce minimizes costly escort requirements
- Controlled area access protocols for secure spaces

R³ Secure Facility Ops™ Advantage

- Reliability: 98% client retention, zero-defect readiness program
- Responsiveness: 99% on-time work order completion, 24/7 call center + portal
- Reduction: 100% client-defined reduction via Lean Six Sigma and Gemba methods



Differentiators

- Self-performed IO&M model – fewer subcontractor layers, higher control
- Security-cleared workforce – accelerates startup and reduces costs
- Defect-free execution – DPMO metrics, SOP-driven reliability
- Audit-proof operations – CMMS integration, compliance documentation
- R³ Secure FacilityOps System drives operational innovation & efficiency

Experience

- Multiple Tier 1 DoD and Aerospace OEM contracts
- Secure space support with zero-defect performance
- 13.4M+ sqft facilities under management across secure segments (defense, federal, aerospace, critical infrastructure)

Codes

NAIC Codes: 561210, 561720, 561730, 561740, 238220, 562111, 48210

CAGE Code: 1JXW7

UIE: EGR9H17YE9H3

DUN: 04-755-7145

Contact

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