



**OPERATIONAL
EXCELLENCE**

Operational Excellence

Greetings, IntegrITS Family! We've had a busy summer so far, and amid all the activity, our teams across the Company have had the opportunity to truly shine. In this week's Digest, we are honored to highlight several IntegrITS employees who have been recognized for their Operational Excellence. Please read along and join us in celebrating the recent achievements of Randall Craig, Nate Dowd, Steve Heyl, Larry Hook, Matt Reed, and Andrew Valencia.

Randall Craig

Location: Nellis Air Force Base, NV

Job Title: Electronics Technician II

Randall Craig is on the IntegrITS team at Nellis Air Force Base, and his ingenuity while working in the pod shop earned him an IntegrITS Spot Award. For reference, a person or team nominated for the IntegrITS Spot Award has gone above and beyond expectations demonstrating role model-like characteristics. They have consistently sustained high performance through personal drive, willingness to aid others, and overall initiative.

Each fighter jet is equipped with a pod that allows it to maneuver and identify targets with precision. Randall's team was experiencing issues with pod "puck" readers that were slowing down and breaking due to age. These pod puck readers are crucial to the team's work and to the effectiveness of the Warfighter navigating the fighter jet. With several pod puck readers malfunctioning, we were faced with the expense of replacing them. Randall took on the challenge of fixing them himself, and he began to take the readers apart and rebuild the inside with better and faster parts. The readers Randall refurbished work perfectly and are a great help in downloading and processing puck data faster. Thank you, Randall, for taking initiative and using your unique skill set to provide these cost-saving repairs. Excellent Work!



Nate Dowd

Location: Edwards Air Force Base, CA

Job Title: System Administrator III

Nate Dowd is on the IntegrITS team at Edwards Air Force Base. Recently, he supported a very important initiative by the United States Air Force Test Pilot School (TPS). The Air Force explains, "Since 1944, TPS has formed thousands of test leaders including hundreds of astronauts, general officers, first flight pilots, senior military and industry leaders, and international graduates from over 20 countries." Last month, the TPS formally opened the Satellite Operations Center (SOC) at Edwards Air Force base, and Nate was one of the individuals recognized for his work on the project.

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Operational Excellence (cont.)



The Satellite Operations Center (SOC) ribbon cutting ceremony.

Nate's work directly supported the SOC now being able to “control both space and USAF flight test missions simultaneously, enabling multi-domain test operations. It will also support school curriculum and research missions and is designed for interoperability with U.S. Space Force space range capabilities, as part of the Space Force's Operational Test and Training Infrastructure (OTTI) effort.” Thank you, Nate, for your hard work and dedication in supporting this critical initiative. Bravo!



Steve Heyl

Location: NAVWAR, CA

Job Title: Systems Analyst, Sr.

“NAVWAR's Data Science Learning Program Surpasses 10,000 Student-Sessions, Marking a Major Training Milestone” This is a headline from an upcoming NAVWAR news article highlighting a huge milestone that Steve Heyl played a central role in facilitating. According to NAVWAR, the Data Science

Learning Program (DSLPP) was created “to equip its personnel with essential skills, ranging from fundamental data science principles to advanced topics such as generative AI and prompt engineering, to better adapt to a data-driven world.” Steve has coordinated scheduling, registration, material development, marketing, and more since the program's inception in 2020.

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Operational Excellence (cont.)



The NAVWAR Data Science Learning Program (DSLPP) Team
Pictured left to right:

Steve Heyl, IntegrITS program manager
Henry Teegarden, Instructor (from BAH)
David Byres, Head of the NAVWAR DSLP
Arica Christensen, Instructor (from BAH)
Ruben Cabrera, BAH program manager

Not pictured:

Dr. Gordon Aiello, Instructor (from BAH)
Briana Haggart, Instructor (from BAH)

Over 10,000 student-sessions later, Steve's hard work and dedication are on display with this landmark achievement. Steve, we are incredibly proud to have witnessed you help build the DSLP from ground zero. What an accomplishment! We can't wait to see how the program continues to grow and succeed.



Larry Hook

Location: Edwards Air Force Base, CA

Role: Systems Administrator III

Communications Security, more commonly known as COMSEC, plays a crucial role in maintaining the integrity and confidentiality of sensitive military communication. Larry Hook's work directly supports COMSEC efforts serving the Birk Flight Test Facility (BFTF) at Edwards Air Force Base. In a recent audit of Wing COMSEC at BFTF, Larry and team scored an impressive 100%.

Receiving a flawless audit score is an amazing feat and testament to the team's commitment to excellence. Steve Fox, IntegrITS President and COO, perfectly described Larry's contribution to the Company's trusted reputation in the COMSEC field: "When we hired Larry, he seamlessly merged into our BFTF organization. Over the years and since then, IntegrITS' COMSEC personnel are constantly at the forefront of being the Best-of-the-Best in COMSEC at Edwards AFB. And Larry's dedication to his COMSEC duties and responsibilities continues to uphold this reputation with this successful 100% on the Wing COMSEC Audit!" Larry, this achievement is just one of many ways you have contributed to the success of our COMSEC efforts. Thank you for your example and commitment to upholding the highest standards of operational excellence.

Operational Excellence (cont.)



Matt Reed

Location: Edwards Air Force Base, CA

Job Title: Systems Administrator II

Matt Reed is a member of our IntegrITS Team at Edwards Air Force Base, and his name was recently placed on an F-35 to recognize his excellent work in standing up a Wi-Fi system. One of the buildings on Base was experiencing Wi-Fi issues and Matt Reed stepped in to find a solution. His work included completing four Authorizations to Operate (ATO) to

the system is compliant with Air Force standards. A key aspect of this achievement is that Matt's solution allowed the customer to keep services in-house, saving the government approximately \$54K in annual savings. When we think of Matt's achievement, we are reminded of two tenets of the IntegrITS Culture:

We are customer oriented.

We run profitably.

Matt not only stepped in to solve a problem for our customer, but he did so in a way that saves the government thousands of dollars. Matt, the way you skillfully navigated this project is exemplary and truly embodies the IntegrITS culture and commitment to operational excellence. Thank you and congratulations on this hard-earned achievement!



Andrew Valencia

Location: Edwards Air Force Base, CA

Job Title: Engineering Technician III

Andrew Valencia recently received an IntegrITS Spot Award for leading mission-critical improvements for the F-35 Joint Strike Fighter (JSF) Combined Test Force (CTF). Section Supervisor, Drew Olufson, shared the following:

"[Andrew's] successful execution of complex tasks—including the relocation of operations, strategic

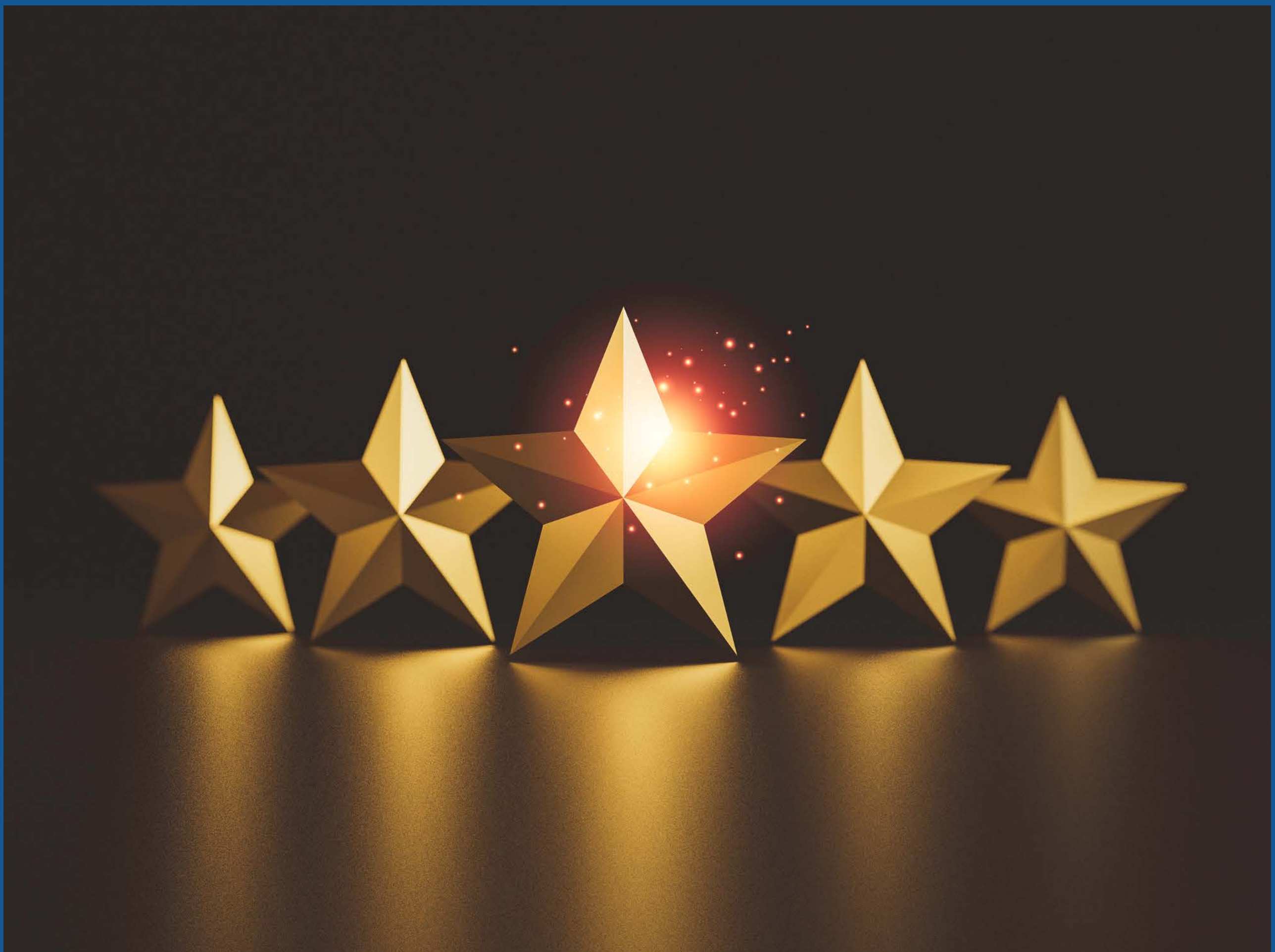
upgrades to vital VTC systems, and implementation of commercial Wi-Fi across the CTF—has significantly enhanced operational efficiency and team capability. Andrew's unwavering commitment to excellence, strategic thinking, and proactive problem-solving reflect the highest standards of service. Andrew's achievements have improved communication infrastructure, streamlined logistics, and strengthened our technological capabilities. These enhancements empower the team to operate more effectively and maintain alignment with broader mission objectives."

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Operational Excellence (cont.)

Drew is not the only one to shower Andrew with praise, as he was recognized at JSF for his outstanding work. In the photo above you will see Andrew alongside an F-35 with his name displayed on the aircraft. Andrew, thank you for your exceptional leadership and initiative. The approach you take to your work is truly excellent and we are honored to have you on the IntegrITS Team!

A huge thank you and congratulations to Randall, Nate, Steve, Larry, Matt, and Andrew. We are proud of your extraordinary work and commitment to operational excellence. Your values and work ethic are what make IntegrITS a trusted partner and service provider. Thank you for being a member of the IntegrITS Family!



IntegrITS 25th Anniversary Celebration

October 4, 2025 | 5:30pm-10:00pm | Marriott Marquis San Diego Marina

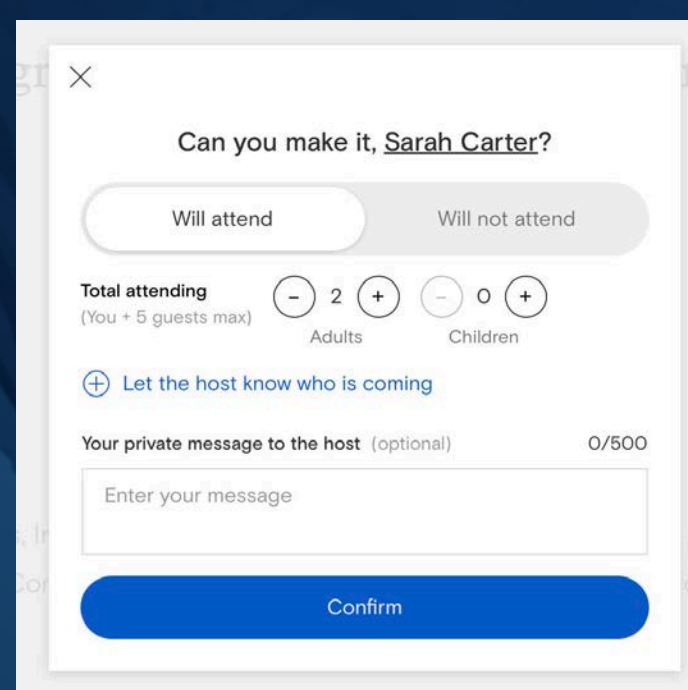
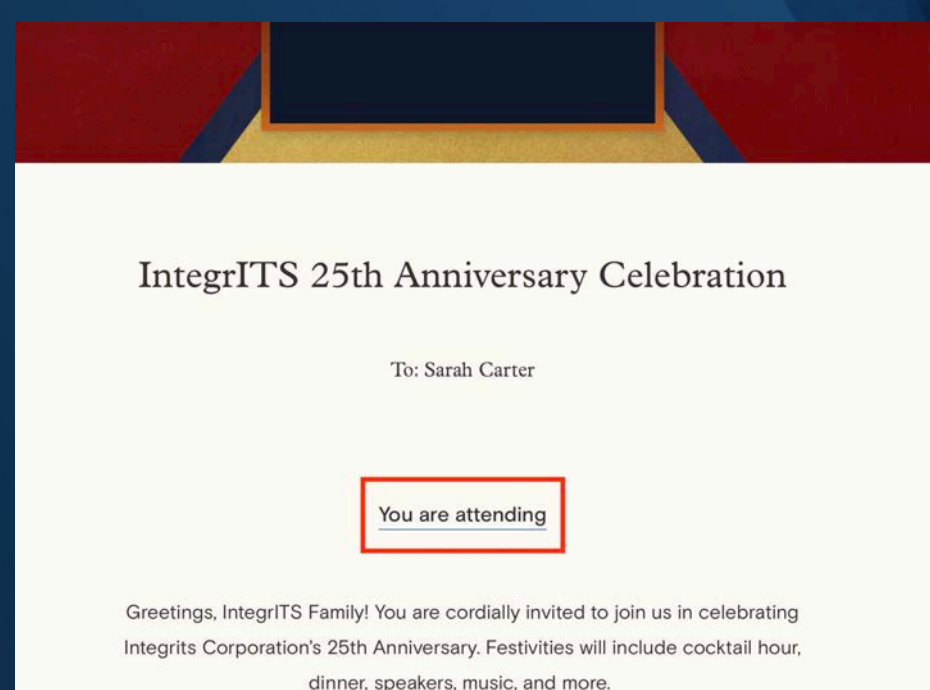
On Monday, July 7th, we emailed out our official invitations to the IntegrITS 25th Anniversary Celebration! The invitation was sent by Paperless Post to the same email address where you receive *The IntegrITS Digest*. If you did not receive your invitation, please email Sarah Carter at carter_sarah@integrits.com.

IMPORTANT
UPDATE:

YOUR FAMILY IS INVITED

We received inquiries from a few employees asking if their children are invited to the 25th Anniversary Celebration. After working with our venue, we are excited to announce that we are extending an invitation to your immediate family members (and grandchildren too). You will now notice that you are able to include up to five guests in your RSVP. Here are a few important notes:

- If you have already responded and you would like to update your RSVP, simply access your invitation again and make the appropriate changes (see screenshots below).



- If you need more than five guests for your family, please email Sarah Carter with the names of your additional guests and she will override the system and update your RSVP.
- If you are unable to find your invitation email from Paperless Post, please email Sarah Carter and she will resend your invite.

We are excited to truly make this event a family affair. We hope you and your families will join us in celebrating 25 years of IntegrITS!

WOWPoints Redemption Center

Redeem your WOWPoints for free perks or for bigger discounts

Tip of the Week

Have you been making purchases within the Insperity MarketPlace? If so, you are earning WOWPoints that can be redeemed at a number of stores. [Click here](#) to visit the WOWPoints Redemption Center and learn more.



The IntegrITS Suggestion Box

We have created a space online where you can submit feedback, questions, or any other insight you have. Suggestion box entries are submitted anonymously, however, if you would like our Team to reach out to you individually, you can include your name and contact information. [Click here to visit The IntegrITS Suggestion Box.](#)



Coming Soon

Join us on the first Thursday of September for another message from Mr. Carter in The CEO's Corner.

Employee Referral Bonus Program

At the end of each quarter, everyone who refers a prospective employee who makes it to the interview process will be entered into a raffle for a \$500 gift card. We will select two winners from this pool of contestants—meaning two people have the chance to win a \$500 gift card each quarter! Furthermore, we will enter all employees who refer a job applicant into another raffle (regardless of the stage they make it to in the hiring process), with the winner receiving a \$250 gift card.

We have a number of job openings across multiple IntegrITS locations ([IntegrITS Opportunity Central](#)). Let's work together to find the best candidates for these open positions!

Comments / Questions

If you have any comments or questions about this week's newsletter, email us at news@integrits.com.

We have also created a website where we are storing the archives of all our newsletters to date:
<https://integrits.com/digest-archives/>.



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You are receiving this email because you are one of our incredible IntegrITS Employees, or you are an extended member of the IntegrITS Family.

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