Metadot Corporation – SaaS, IT Solutions, and Hardware Capabilities Statement

UEI: QS28TZ173DF8   **CAGE Code:** 397B1   **DUNS:** 014935071
EIN: 74-2972765   **Website:** www.metadot.com
Headquarters: 14400 Piper Glen Dr, Austin, Texas 78738

Core Competencies

SaaS Software Development & Publishing: Publisher of **Mojo Helpdesk**, a cloud-based ticketing and customer support solution serving education, business, and government organizations. **SOC 2 Type 2 compliant** and built as **open source software**, providing transparency, security, and flexibility. Available as both a **SaaS** solution and an **On-Premise** deployment. **IT Services & Integration:** Customization, integration, and support for SaaS platforms. **Computer Hardware Manufacturing:** Design and production of specialty **premium mechanical keyboards** and peripherals, including the acclaimed **Das Keyboard** product line. **Technology Consulting:** Systems design, IT project support, and customer service optimization. **Additional Software Solutions:** Project management **software**, checklist and process automation platforms, and website monitoring solutions to enhance organizational performance and reliability.

NAICS Codes

511210 – Software Publishers (Primary – SaaS / Mojo Helpdesk) **334118** – Computer Terminal & Other Peripheral Equipment Manufacturing – **Das Keyboard premium mechanical keyboards**, manufactured by Metadot, are currently in use by several Federal Government agencies as a preferred keyboard solution. **518210** – Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services **541511** – Custom Computer Programming Services **541512** – Computer Systems Design Services **541519** – Other Computer Related Services

Differentiators

SOC 2 Type 2 compliant SaaS solution – Mojo Helpdesk meets stringent compliance and security requirements for handling sensitive customer data. **Open Source Architecture** – Mojo Helpdesk's open source foundation allows agencies and enterprises to inspect, customize, and extend the platform to meet unique mission requirements. **SaaS and On-Premise deployments** – Flexible delivery models tailored to fit the needs of **small and medium businesses**, as well as **government and enterprise** organizations. **Additional Software Offerings** – Beyond Mojo Helpdesk, Metadot provides **project management software**, **checklist/process automation**, and **website monitoring** to support end-to-end operational efficiency. **Das Keyboard premium mechanical keyboards** – A trusted choice for multiple U.S. Federal Government agencies. **Diverse customer base** – State and local governments, small and large businesses worldwide, and educational institutions. Agile development team with **10+ full-time employees** dedicated to SaaS and IT solutions. Expertise in both software and hardware, providing integrated solutions unique in the marketplace.

Past Performance

Mojo Helpdesk deployed by federal, state, and local government agencies, small and large businesses worldwide, and educational institutions. Delivered as **open source software** in both SaaS and On-Premise environments to meet compliance, transparency, and data control needs. Customers leverage Metadot's broader software ecosystem — including **project management software**, **checklist/process platforms**, and **website monitoring** — to achieve comprehensive workflow and support solutions. **Das Keyboard premium mechanical keyboards** actively used by Federal Government agencies requiring high-performance, reliable computer peripherals. Extensive experience in SaaS development and product innovation since **2000**.

Company Data

Business Type: Small Business Concern **Ownership:** Privately held, Austin, TX **Founded:** 2000 **Number of Employees:** 10 (full-time)

Contact Information

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