



Company Overview

Viper Consulting™, the d/b/a of Epstein Investment Group LLC, is a minority-owned small business in the Washington, DC metro area (DMV) that fills the AI implementation gap for businesses and government agencies. Most organizations already have access to AI tools; we put AI to work inside their real workflows. Our primary focus is AI implementation, algorithm building, and custom software setups: our AI Department assesses where AI helps, builds it into the systems you already use, tests it for accuracy, governs it and trains your people, working with businesses, as a specialized subcontractor or teaming partner to prime contractors, and directly with government agencies.

Core Competencies

- **AI implementation and custom software (North American Industry Classification System, or NAICS, code 541511):** algorithm building, custom software setups, custom programming and integration of AI models into existing systems and workflows.
- **AI assessments and AI Department services:** AI Opportunity and readiness assessments, use-case inventories ranked by value and risk, data readiness reviews, AI program management and fractional AI officer support.
- **Workflow automation and multi-AI agents:** AI agents that share intake, routing, document processing, follow-up and reporting; daily data pipelines and dashboards.
- **AI receptionist and Voice AI (NAICS 561421):** 24/7 call, chat and text answering and contact-center automation in 15 languages, including English, Spanish, Arabic, Korean, Chinese and French (Canada).
- **Retrieval-augmented generation (RAG) knowledge assistants:** secure AI search over agency documents, with role-based access and answers that cite their sources.
- **AI governance, safety and evaluation:** AI use policies and risk assessments aligned with the National Institute of Standards and Technology (NIST) AI Risk Management Framework; accuracy testing, expert rubric grading, benchmark question sets and red-teaming; secure deployment.
- **AI training and change management:** hands-on AI training for staff and leaders, playbooks and adoption support so people trust AI and know how to check its work.
- **AI-powered CRM (software as a service, or SaaS) and integration:** setup, integration and managed subscription: case and lead intake, automated follow-up, scheduling and reminders.
- **AI-powered CRM and constituent engagement:** Voice AI, chat agents, AI triage and multilingual outreach.

Differentiators

- **Implementation, not just advice:** we assess, build, test, govern and train end to end, inside the systems you already use.
- **Rigorous technical review:** 20+ years judging complex technical work against strict standards, including service as an electrical engineer in industry, as a U.S. Patent and Trademark Office (USPTO) Patent Examiner, and as a Senior Patent Engineer with multiple law firms.
- **Multi-AI agents in 15 languages:** several AI agents share the work, and our AI receptionists, chat and text serve the public in 15 languages.
- **Careful with sensitive data:** our team is HIPAA-trained, and every AI system is tested for accuracy before launch.
- **One accountable team, DMV-based:** three AI engineers, a graphic designer and a UN-experienced language expert and HR Business Partner, managed through a single point of contact.

Key Personnel

Founder and Principal. AI engineer and implementation expert and real estate development professional. Former USPTO Patent Examiner (2004–2007) and senior patent engineer (2007–2026) who prosecuted 3,000+ patent applications in wireless communications, AI/ML and video. B.S., Electrical Engineering, Virginia Tech; IEEE member. AI governance certifications in progress (University of Pennsylvania, University of Oxford, AIGP).

Company Data

Legal name	Epstein Investment Group LLC
DBA	Viper Consulting™
Formed in	District of Columbia
Unique Entity ID (UEI)	Pending
Commercial and Government Entity (CAGE) code	Pending
Business type	Minority-owned small business
Mailing address	2202 18th St NW #144, Washington, DC 20009
Service area	Nationwide, online and in person

NAICS Codes

541511 Custom Computer Programming Services (primary)
AI implementation, algorithm building, and custom software setups

541512	Computer Systems Design Services
541519	Other Computer Related Services
518210	Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
541690	Other Scientific and Technical Consulting Services
541611	Administrative Management and General Management Consulting Services
611420	Computer Training
541618	Other Management Consulting Services
541513	Computer Facilities Management Services
541613	Marketing Consulting Services
541810	Advertising Agencies
561421	Telephone Answering Services (AI receptionist / Voice AI)
513210	Software Publishers (SaaS CRM and AI software)
561422	Telemarketing Bureaus and Other Contact Centers (AI outbound calling / contact center)

Listed in order of priority, from AI implementation to CRM, digital marketing, AI call answering, SaaS software and AI contact-center services.

Point of Contact

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