

Identity Designs



Capability Statements

KETA

KetaGroup.com

Dedicated. Responsive. Experienced.

Quality, cost-effective solutions
delivered in even the most
challenging locations.

The Keta Advantage

Keta Group, LLC is a multifaceted company with the expertise to provide a range of services worldwide. We provide resources from Facility Management, Construction, Disaster Relief, to Administration support.



Facility
Management



Construction



Engineering
& Technical



Information
Technology



Space &
Defense



Disaster
Recovery



Administration

Work with our highly dedicated & experienced team

Who We Are

Headquartered in Baton Rouge, Louisiana, Keta Group is a Tribally-owned holding company founded in 2003 by the Chitimacha Tribe of Louisiana. As such, proceeds from the company are used for the benefit of the entire tribal membership, which consists of approximately 1250 members.

The leadership team at Keta Group is focused on providing superior customer service, strategic planning, finance, human resources, and operational oversight of field operations. Backed by a workforce of skilled and experienced professionals, Keta Group has the personnel, expertise, and resources to successfully complete projects anywhere in the world.

SBA 8(a) and HUBZone Certification

Keta Group is a graduate of the SBA 8(a) program and is the parent company of seven (7) wholly-owned subsidiaries, each of which is focused on a different industry:

- Tiya Support Services, LLC
- Colorado Professional Resources, LLC
- Tiya Services, LLC
- Keta International, LLC
- Keta Hospitality, LLC
- Keta Solutions, LLC
- Tiya Solutions, LLC

All of the services offered by Keta Group are provided through our subsidiaries which are in various stages of the SBA 8(a) and HUBZone certification process.

Solutions

While Keta Group offers you a diverse range of services, our business philosophy always remains the same: we will complete each project on time, safely, cost-effectively, and to the highest standards of quality.

Our services are backed by the latest technology including various computerized and automated systems, sophisticated communications technology, and cutting-edge management tools.

- ✓ Facility Management
- ✓ Construction
- ✓ Engineering & Technical Support
- ✓ Space & Defense Engineering
- ✓ Information Technology
- ✓ Disaster Response
- ✓ Mass Feeding
- ✓ Life Support
- ✓ Logistics
- ✓ Administrative Support
- ✓ Claims Administration
- ✓ Litigation Support
- ✓ Staffing

Keta Group, LLC
 345 Highlandia Dr.
 Baton Rouge, Louisiana 70810
 225.761.3673
 information@KetaGroup.com
 KetaGroup.com

The Keta Advantage

KETA



CORPORATE CAPABILITIES



Award-Winning Data Analytics and Business Intelligence Technologies for Mission Success

INFAPRO is an SBA Certified 8(a) Small Business Technology and Management Consulting firm, based in Fairfax, Virginia. As a trusted technical advisor, the INFAPRO team works with Government agencies to build, manage, model, predict, deploy, run and monitor valuable big data. Our core competencies include: Business Intelligence and Big Data Management, Application Development and Operations and IT Management.

- Data Analytics/Business Intelligence Capability
 - Qlik, Tableau, PowerBI, IBM Cognos, SAP Business Objects, MicroStrategy
- Data Strategy/Management/Modernization/Migration/ETL
 - Informatica, SSIS, Redshift, Oracle, MS SQL Server, Hadoop, MySQL, PL/SQL
- DevOps, Applications and Operations Management
 - Java, Java Script, HTML, Angular, Spring, Node.js, J2EE, .NET, C#
- Emerging Technologies
 - Cloud Computing (AWS/Azure)
 - Big Data/Data Science/AI/Machine Learning/IOT/Blockchain
- Program/Project Management
- Business Process Re-engineering

Recent Accomplishments

- Implemented a Qlik Sense dashboard that is extensively used by DHS Secretary's office, CBP commissioner's office as well as the US Border Patrol to monitor the migrant crisis at the Southwest border
- Successfully migrated mainframe CBP SEACATS application and modernized it using Informatica Powercenter. As a result, CBP saved millions of dollars in mainframe license and maintenance costs.
- Setup enterprise Microsoft PowerBI/Qlik Sense environments for CBP that will allow various CBP components to build/automate dashboards and visualizations.
- Part of the official Statistics and Data Integrity team for US Border Patrol and Air and Marine Operations providing official numbers to be reported to CBP and DHS leadership.

GSA IT-70 Schedule Contract #: 47QTCA19D0095 • GSA 8a STARSII GWAC Contract #: GS00Q17GWD2264

NAICS: 541511 – Custom Computer Programming Svcs. • 541512 – Computer Systems Design Svcs. 541519 – Other Computer Related Svcs. • 541611 – Administrative Mgmt. and General Mgmt. Consulting Svcs. 541618 – Other Mgmt. Consulting Svcs. • 541990 – All Other Professional, Scientific, and Technical Svcs.

CAGE Code: 475k4 • DUNS #: 609917385 • ISO 9001:2015 Certified • Open Ratings Report: Performance Evaluation D&B Performance Rating: 95



POINT OF CONTACT: Chirayu Patel | Chirayu.Patel@INFAPRO.com

INFAPRO Corporation | Fairfax, Virginia 22033 | 703.869.9323 | INFAPRO.com

SIMPLIFIED ACQUISITION PROCEDURES (SAP) FAR PART 13

Easy as **1** **2** **3**

Evaluate Your Needs

- Data Analytics & Big Data Management
- Data Migration/ Modernization
- Data Strategy & Governance
- Program & Project Management
- Applications & Operations Management

1

Determine Simplified Acquisition Threshold (SAT)

Take this opportunity to educate and ensure the contract value is “below” the SAT. SAP is only applicable to services and products below the SAT.

- Micro-purchase order \leq \$10K
- Services contract \leq \$250K
- 8(a) sole source \leq \$4M

2

Determine Procurement Method

- Micro-Purchase
- Purchase Orders
- Blanket Purchase Agreements

3

Efficient. Best Value. Cost-Effective.

INFAPRO is an SBA Certified 8(a) Small Business and a trusted technical advisor to Government agencies. As a technology and management consulting firm with a focus on providing business intelligence solutions for public sector agencies, we bring technology, people, and Government process capabilities on client engagements.

INFAPRO has what you need to go from idea to invention smoothly by working collaboratively alongside Government staff. We pay attention to your IT journey as well as your goals and end customer needs; while constantly evaluating on what matters the most and mitigating risks. INFAPRO services provide the tools needed to complete your mission.

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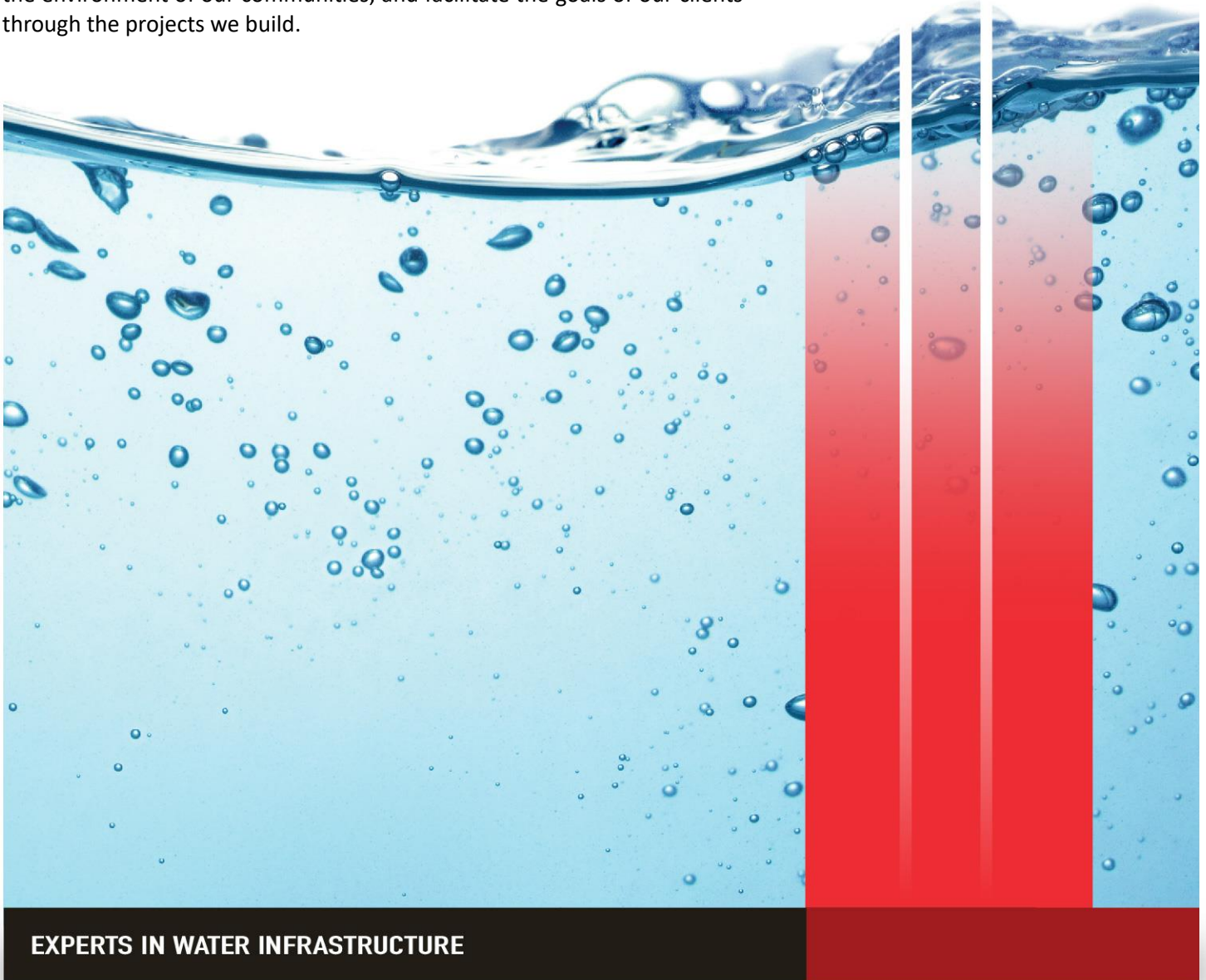
INFAPRO Corporation | Fairfax, Virginia 22033 | 703.869.9323 | INFAPRO.com

Water Built Right.

GSE is a leading contractor in the Western U.S., specializing in water and wastewater infrastructure. Since 1980 we have delivered exceptional projects through collaboration, transparency, integrity, and dedication to quality craftsmanship. We positively impact the lives of our employees, protect the environment of our communities, and facilitate the goals of our clients through the projects we build.



CONSTRUCTION



EXPERTS IN WATER INFRASTRUCTURE

Over the last 43 years GSE has built long-standing relationships with employees, clients, suppliers, and our trade partners. This includes our important relationships with Small Business Enterprises as teaming partners, mentor-protégé, and joint venture. Through this small business utilization GSE continues to deliver high quality projects while incorporating small business participation. As we move forward, we look forward to continuing these partnerships and further strengthening the bonds established over the years. GSE is committed to upholding the standards of excellence, and we are excited to explore new opportunities.

7633 Southfront Road ■ Suite 160 ■ Livermore, CA 94551 ■ 925.447.0292 ■ 925.447.0962 Fax GSEConstruction.com

Serving the Western United States



Capabilities. Site work, underground utilities, structural concrete, metal fabrication, installation & commissioning of process, mechanical piping systems. Cross-disciplined expertise ensuring close coordination of project execution.

Collaborative Delivery. Design Build, CM/GC, CMR, pre-construction services and management, design assist services, turnkey delivery services, construction management, general contractor services, on call service, and job order contracting.

Bonding Capacity: Over \$150M

Safety Modification Rate: .85

Past Performance Federal Customers

- Department of the Interior
 - National Park Service
 - Bureau of Reclamation
- Department of Energy
 - National Laboratories
- Department of Defense
 - USACE
 - Veterans Affairs

CAGE: 0CW03

UEI: JS4MLNK3AFR9

NAICS Code: 237110 (Primary),
237990, 333318

Statistics. Over 43 years in business, 1,200 projects, 60 alternative delivery projects, over 200 employees.

.....
Corporate Office

7633 Southfront Road
Suite 160
Livermore, CA 94451

Point of Contact

Michael Tippett

Federal Division Manager
707.787.7125

mtippett@gseconstruction.com



MUNICIPAL



FEDERAL



INDUSTRIAL



PRIVATE



CAPABILITIES OVERVIEW

World Class Integration Capabilities with a Mid-sized Company's Focus and Agility

Expertise, Innovation, Commitment, Value. These are the guiding principals at the core of SCI Consulting. As a leader in Information Technology Services, with over 33 years in business, we provide value to our customers, through the commitment of our employees, and the innovation of our company, in the spirit of teamwork.

- A Woman and Hispanic-owned business
- 33 Years – Same Leadership
- ISO 9001:2008 certified
- Headquartered in McLean, VA with a nationwide presence, Metro Access
- Exceptional employee retention rate (95%)
- Significant Number of Performance Based Contracts with Outstanding Performance Ratings
- Excellent Corporate Programs Designed to Recruit and Retain Top Talent



Enterprise Infrastructure



Engineering Solutions



Business System Modernization



Telecommunications



Seasoned. Capable. Innovative.



BUSINESS SYSTEM MODERNIZATION

Transform the Present, Ensure the Future

Business System Modernization software provides the tools and defined processes for organizations to run their Business. Thus, providing industry proven business practices and support the technology your customers and employee need, whether they be Social, Mobile or Analytical. The software integrates all facets of operations, including Human Capital, product planning, development, manufacturing, sales and marketing, and finance & accounting.

SCI supports Vendor best practices to help you get the most value from your software license or subscription. Whether you are On-Premise or the Cloud, or in a Hybrid environment, SCI can provide you the Consulting to develop a realistic Strategy and then deliver great results.

Application Solutions for Every Need. These are configured to best meet the specific needs and technical capabilities of an agency or enterprise. Business Areas include: **Human Capital Management, Financials, Governance, Risk, and Compliance, Project Portfolio Management, Procurement, Social Relationship Management, Customer Experience, Supply Chain Management, Manufacturing, Big Data and Analytics and; Architecture & Integration.**



**Enterprise
Infrastructure**



**Engineering
Solutions**



**Business
System
Modernization**



Telecommunications



Seasoned. Capable. Innovative.



TELECOMMUNICATIONS

Agility and Expertise to Make the Difference

When it comes to telecommunications management, we know that agility and experience can make the difference between effective support and a failed mission. SCI has extensive experience with Federal agencies tasked with emergency and integrated communications management, and the proven ability and resources to set up telecommunications operations.

As a woman owned, minority small business under NAICS code 517110 – we provide the opportunity to bid or provide small business credit to our partners. SCI designed, built and currently manages an emergency response communications infrastructure for the Environmental Protection Agency’s Emergency Operations Center. The project included total data center modernization and the creation of a new, state-of-the-art facility to help EPA meet its disaster response objectives.

We operate and manage an integrated communications network at the Department of Energy’s Oak Ridge Facility, overseeing (classified and non-classified) telecommunications, service center support, directory management and information security protection.



Enterprise Infrastructure



Engineering Solutions



Business System Modernization



Telecommunications



SCIWorld.com

10332 Main Street • Suite 235 • Fairfax, VA, 22030

SCI Telecommunications FAQ Slick



RVA

ROBINSON AVIATION, INC.

Smart Solutions from a Reliable Partner

Delivering Safety and Quality Across a Broad Spectrum of Aviation Services

Ramp Control Solutions

Virtual | Traditional | Mixed



Assures orderly traffic flow on non-movement areas



Provides superior customer service for airline tenants



Enhances ground safety from gate pushback to gate arrival



Improves on-time departure and arrival performance



Reduces carbon and greenhouse gas (GHG) emissions

The first U.S. ANSP with an ISO-Certified Quality and Safety Management System





RVA

ROBINSON AVIATION, INC.

Smart Solutions from a Reliable Partner

Delivering Safety and Quality Across a Broad Spectrum of Aviation Services

Air Traffic Control Equipment Solutions

Installation | Maintenance



System Engineering, Installation and Upgrade Solutions



Preventive and Corrective Maintenance Solutions



Communications Systems Solutions



Electronics and Meteorological Systems Solutions



Radar and Navigational Aids (NAVAIDS) Solutions

*The first U.S. ANSP with an
ISO-Certified Quality and
Safety Management System*



**Post Card/Mailer
& Online Ads Campaign**

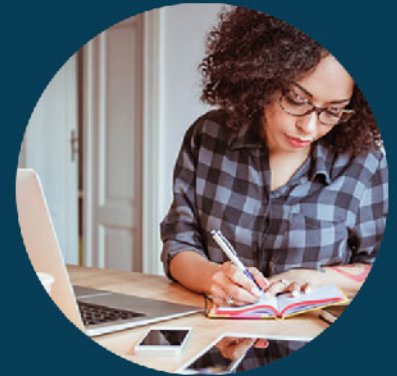


Bringing Policy to Practice with Agility and Flexibility

WE ARE **HERE FOR YOU**

Navigating this Unknown and Evolving Terrain *Together*

Because of the COVID-19 Pandemic, businesses and governments world-wide have had to immediately go to 100% teleworking. Even after we get past the worst of COVID-19, teleworking and other forms of social distancing will likely be incorporated into our society. While many companies will go through growing pains to adapt to a totally remote workplace while maintaining efficiency, effectiveness, morale, and customer service, Rainmakers has conquered many of these issues and has no such adjustment to make. Our corporate culture embraces virtual collaboration, videoconferencing, distance learning, and social interactions on a daily basis without loss of productivity. As a result, we are able to recruit the best of the best talent, regardless of where they reside, so that we can bring our clients best in class solutions. Rainmakers remains open to continue supporting agencies' missions', even during this pandemic.



**PowerPoint Presentation Cover Art
and Illustration (Cartoon)**
(Custom/Original Art and Illustrations)



Training Two

Presenter:
William Epps Jr.,
DBA, MBA, CTBME



Embracing Authenticity and Personal Branding in Florida's Tech Industry



Training One

Presenter:
Johnathan Williams



Harnessing Authenticity as Your Competitive Edge

In Florida's dynamic tech scene, where innovation and adaptability are the norms, one powerful quality often goes unnoticed: authenticity. In a field often driven by technical skills and conformity, staying true to yourself can be your strongest advantage. Embracing your unique personality not only helps you build genuine connections and spark innovation but also positions you to stand out in a highly competitive market.

This presentation will explore why being true to yourself can be your greatest asset in a field dominated by technical skills and standard expectations.

- Innovation, collaboration, and adaptability are key
- Authenticity as a differentiator

In the tech industry, authenticity is crucial for fostering innovation, building genuine relationships, and creating a personal brand that stands out. This section will delve into the reasons why your true self is your best asset. Authenticity not only helps you connect with others on a deeper level but also allows you to bring unique perspectives and solutions to the table.

- Innovation requires diverse perspectives
- Building genuine relationships
- Creating a personal brand that reflects you
- Confidence in your skillset and approach



Innovation thrives when people bring their true selves to the table. Unique perspectives challenge conventional thinking and lead to creative breakthroughs. By embracing who you are—your background, experiences, and personality—you contribute to the diversity of thought that drives tech innovation forward.

- Diverse backgrounds and experiences
- Authentic approaches lead to innovation
- Unique problem-solving methods





SUPPORTING DoD | LAND, SEA, AIR & SPACE

CAPABILITIES BRIEF

2025





PEOPLE. MISSION. COUNTRY.

New Trail is a consulting firm that helps the Government integrate, accelerate, and dominate key acquisition projects leaner, faster, and more efficiently, with a strong history of SAP & TS accomplishments.

Overview

- Mission Statement
- Vision Statement
- Why New Trail?
- Who We Are
- What We Do
- Experience



SUPPORTING DoD | LAND, SEA, AIR & SPACE



Acquisition Education

- Contracting Jump Start Training
- Integrated Product Team Training
- FAR Part 15 & 16 Source Selection Training
- Leadership Training / Resiliency Training
- Consulting Fee based or License based



SME Recruitment Solutions

- Recruiting Agreement with WV Tech, **Handshake** to hire IT graduates upon graduation
- Sub-contract on existing contracts with New Trail (includes SME Recruitment)
- Processing application for **Skillbridge** certification to hire/intern departing military members
- Commercially recognized Industry Leading Talent Acquisition



VILLAGE USA

Our Village

Although many patterns of village life have existed, the typical village was small, consisting of perhaps 5 to 30 families.

www.xxxxxxxx.com



GOAL 1

Transform Physical Systems in Good Structure into Healing Nurtured Countryside Environments



GOAL 2

Make the Route Management Routine, Agile, and Informed



GOAL 3

Change Communities into Better Communities





Illustration for Becton Dickinson and Company

InfoGraphics

1 It Started with a Dream
360° View of Risk



2 Then Reality Hit
This looks nothing like the demo



3 Then Came Gridlock, Disagreement & Duplicate Effort
Fighting over taxonomy, sharing data, aligning processes



4 Next Came Design Issues
Never ending UAT, doesn't support our processes, bug ridden



5 Followed by Missed Deadlines
Bottlenecks, barriers, blockages



6 ... and Cost Overruns
Out of control scope & rework



7 Not to Mention User Adoption and Usability Issues
Too many clicks, not intuitive, users rebel



8 It Ended in a Continuous Nightmare
Can we just put it on the shelf?



Compromised Mission





Desperate to get from Point A to Point B



1 You buy a car as the easiest way to get there. You get the car but find out it cannot be driven until you choose all of the options.

You're not told what your options are, what they will cost you or how they will impact maintenance of the car, so you basically describe the last car you had.



2 The fully loaded car is finally delivered and you can't wait to jump in to start it when you find it has a manual transmission. It will cause more delays to swap it out for an automatic. But, you're no quitter, you learn how to drive it.



3 At last, to your utter excitement, you get it out on the open road where you quickly run into a complex tangle of traffic, one-way streets, and twisty roads.



4 It's at this point that you realize there is no map or GPS and the simple directions that you were given won't help. Is it any wonder that most people do not make it to point B or if they do arrive, they are . . .

. . . Worn out and Broke



Still Nowhere in Sight

THE STATE OF WELL-BEING

These are no ordinary times. A widening skill gap is making it difficult for organizations to find and retain key talent. At the same time, worldwide employee engagement levels are staggeringly low. As a global concern, this revelation presents countless jeopardies for employers. Employee well-being and organizational outcome are intertwined. Poor health and well-being can reduce engagement and morale, increase turnover, require overstaffing and result in increasing cost to organizations.

THE WAR FOR TALENT



63% of CEOs are concerned about the **AVAILABILITY OF KEY SKILLS**

PwC



85% of the global workforce is actively or passively **LOOKING FOR A NEW EMPLOYER**

LinkedIn



87% of the global workforce is **"NOT ENGAGED"** or is **"ACTIVELY DISENGAGED"**

Gallup

FEW MAKE THE INVESTMENT

ONLY 11%

of U.S. organizations offer what is considered to be a **COMPREHENSIVE WELLNESS PROGRAM**

Willis



ONLY 17%

of the organizations with a defined budget for wellness programs spend more than **\$150 PER EMPLOYEE** per year on their programs

Willis

THE COST OF POOR WELL-BEING

25-35% of payroll: Direct and Indirect Costs
Insurance, Medical/Pharmaceutical, Absenteeism, Disability, Workers Compensation, Presenteeism

Hidden Costs
+ Engagement/Morale
+ Overtime/Replacement Costs
+ Overstaffing
+ Delays
+ Customer Inconvenience
+ Turnover
+ Accidents

Society for Human Resource Management

THE IMPACT OF INCREASED WELL-BEING

+10%
increase in well-being was associated with

+5%
increase in job performance

+6%
more "best work" days per month

-5%
fewer unscheduled absences

-16%
fewer ER visits

-20%
decrease in hospital admissions

-24%
lower presenteeism

-60%
lower medical costs

-66%
lower prescription costs

Gallup

THE IMPACT OF HIGH LEVELS OF ENGAGEMENT



GLOBAL DRIVERS FOR WELL-BEING PROGRAMS

1
Productivity/
Presenteeism

2
Reducing
Absenteeism

3
Increasing
Engagement



**Proposal Covers and
Exhibit Graphics**

[Agency Name and Acronym]

[PROGRAM NAME]
[PROGRAM NAME, LINE 2]

[Contracting Vehicle Name: Number] | [Solicitation Number: XXXX]

[VOLUME: TITLE]

date and time due, formatted as
[DD Month YYYY – 2:00 p.m. CDT]

We acknowledge the Receipt of Amendments:
[0001 dated MM/DD/YYYY; 0002 dated MM/DD/YYYY; 0003 dated
MM/DD/YYYY; 0004 dated MM/DD/YYYY; 0005 dated MM/DD/YYYY]

Expertise

Best Practices

Process

3VESTA, LLC

DUNS: 0000000000 | CAGE: 73FT3

TIN: 00-4862203

8923 Lee Highway, Suite 400

Sterling, VA 20163

Tel: 703.000.0000 | Fax: 703.000.0000

POINTS OF CONTACT

Person authorized to negotiate with the Govern-
ment on the offeror's behalf and sign the proposal:

Shelby Copeland, President

571.795.0217

SCopeland@3VE.com

Alan Mikenze, Director of Contracts

301.000.0000

3VContracts@3VE.com

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all sheets.

3VESTA



CMMI DEV/3



CMMI SVC/3



ISO 20000-1:2011



ISO 9001:2008

www.3VE.com



Volume 1

**U.S. Army Network Enterprise
Technology Command (NETCOM)
Global Enterprise Fabric (GEF)**

General

Solicitation No.: 319155
Submission Date: March 18, 2019

Submitted to:
Contract Specialist:
Vincent Smith
Vincent.Smith.civ@mail.mil
Contracting Officer:
Lillian Ortega
Lillian.Ortega.civ@mail.mil
Proposal is valid for 300 days



Submitted by: RJones, Executive Vice President & Chief Financial Officer
iPop Graphics | 1234 Graphics Blvd. | Suite 100 | New Carrollton, VA 22182
Office: 443-326-6960 ext. 213 | iPop@iPoponline.com

This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror as a result of – or in connection with – the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained on pages marked: “Use or disclosure of data contained on this page is subject to the restriction on the title page of this proposal.”



Proposal for

Data Systems Implementation and Operations (DSIO)

RFP No. 12-345-6789

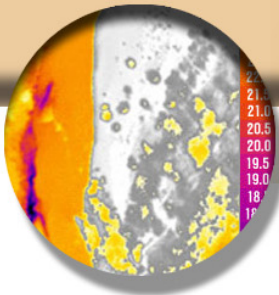
*Achieving Results
Exceeding Expectations*



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Volume I
Technical/Management
Proposal



Centers for Medicare & Medicaid Services (CMS)

Electronic Clinical Quality Measures (eCQM) Standards and Electronic Clinical Quality Improvement (eCQI) Resource Center

Request for Quote (RFQ):
APP 201038

Volume I Technical Quote

May 10, 2020
11:00 AM EST



FHIR eCQM



QI Core Profiles

HQMF eCQM
QDM Data Model
QRDA I
QRDA III



CQL Logic

FHIR



DEQM Individual



DEQM Summary



Submitted to:

Ann Taylor, Contract Specialist
ann.taylor@cms.hhs.gov

Brianna Combs, Contract Specialist
brianna.combs@cms.hhs.gov

Issak Brown, Contracting Officer
issak.brown@cms.hhs.gov

Lawrence Hall, Contracting Officer
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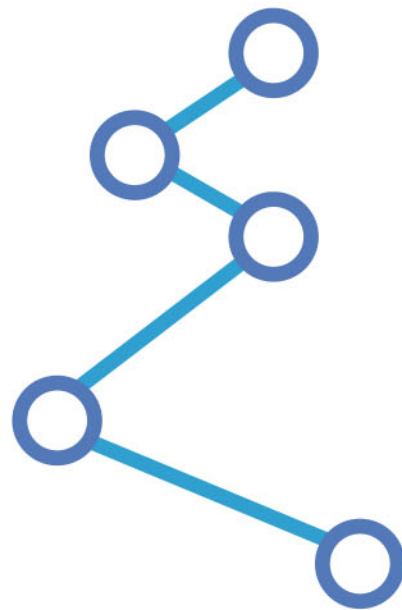


RJones, Principal

Direct Phone: (443) 326-6960 | Email: iPop@iPoponline.com
New Carrollton, MD 21228

ipoponline.com

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed-in-whole or in part-for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offer or as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data contained on each page of this offer is subject to this restriction.

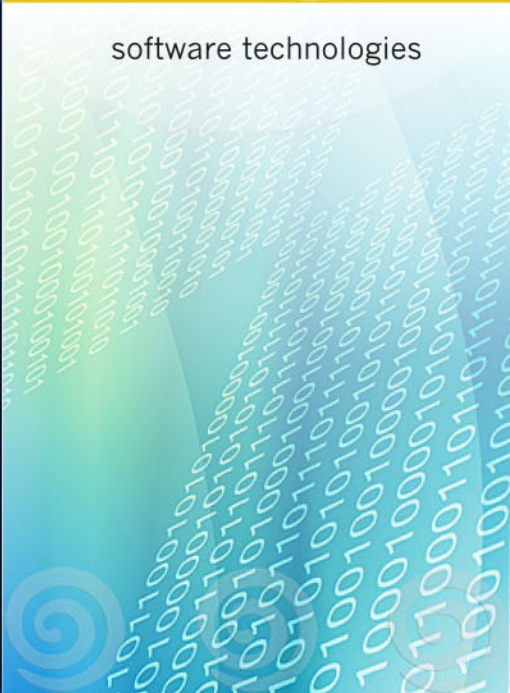


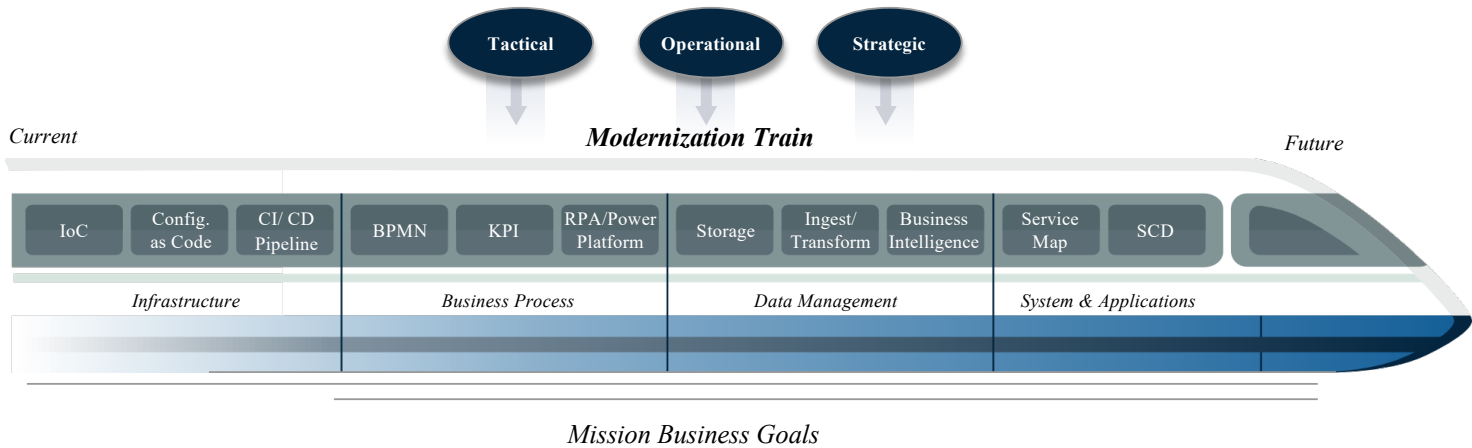
NCI Cancer Genomic Data Commons

RFO: S14-050

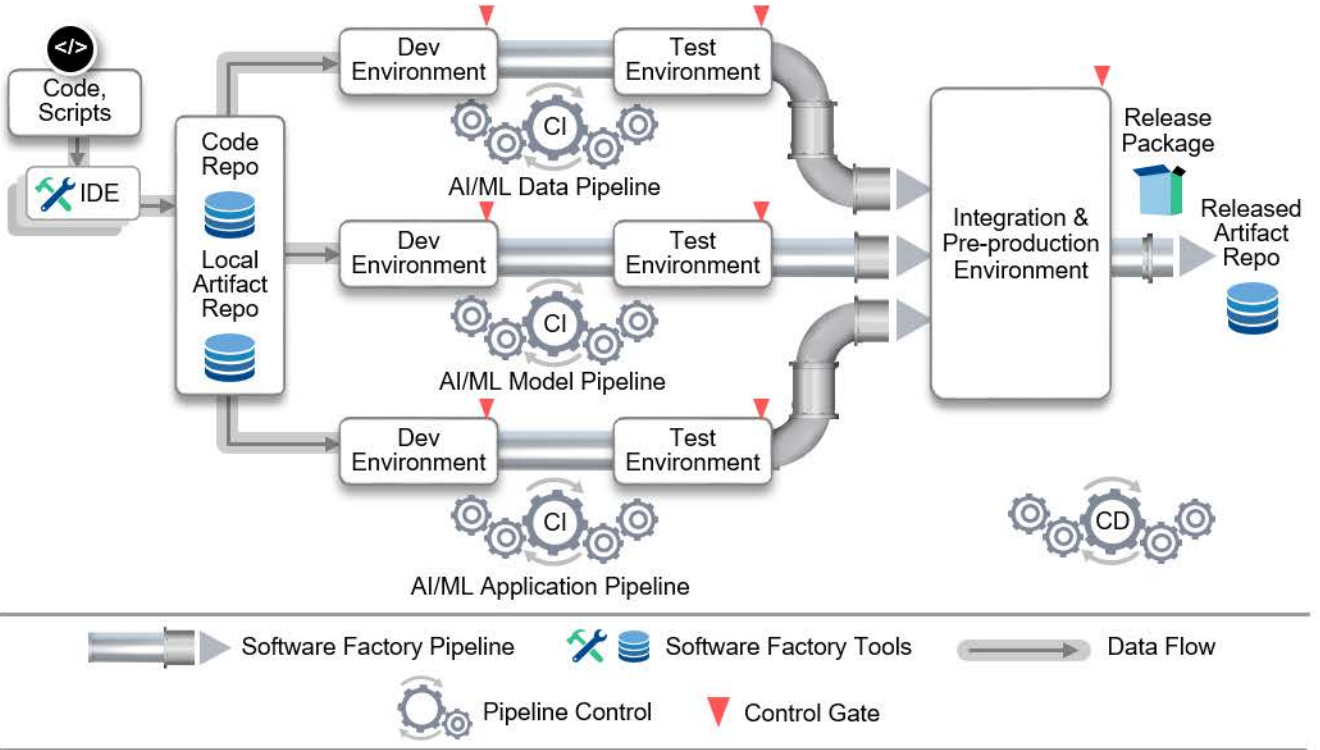
Volume 2 Technical Proposal

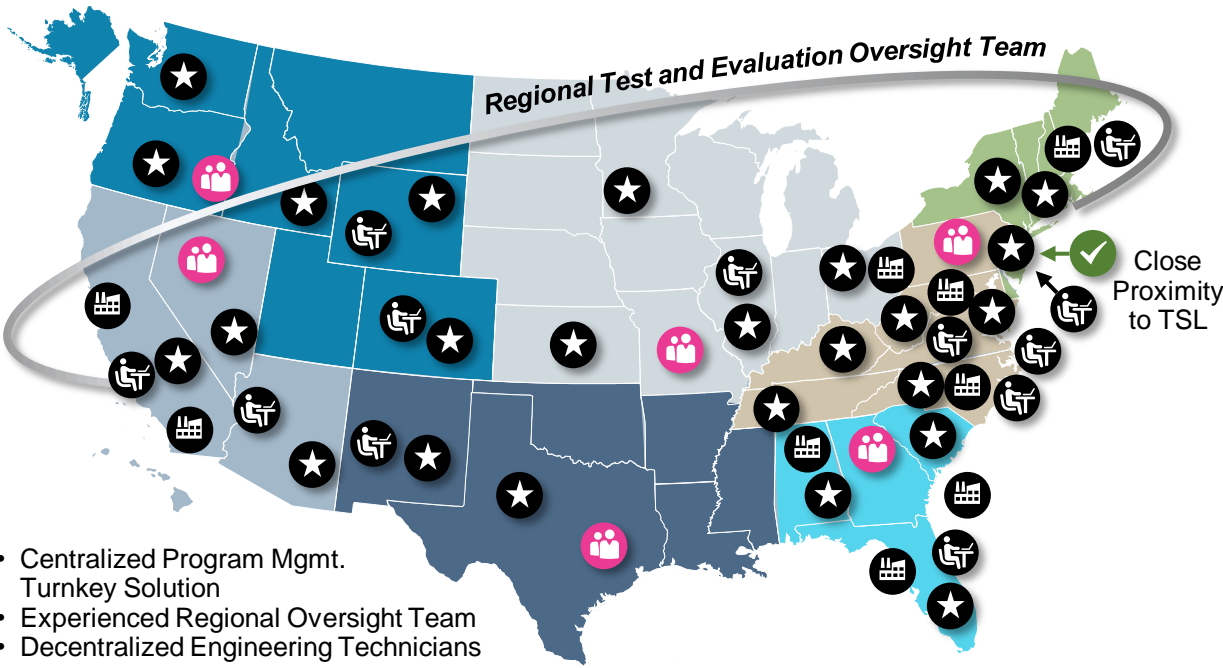
software technologies





Software Factory










Regional Test and Evaluation Oversight Team

Close Proximity to TSL

- Centralized Program Mgmt. Turnkey Solution
- Experienced Regional Oversight Team
- Decentralized Engineering Technicians

More than 350 Qualified Techs at more than 300 Locations

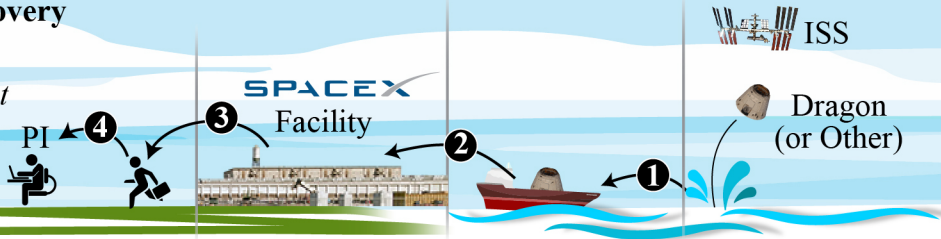
	Back Office Support		Qualified Testing Techs		Potential Sites
	Regional Oversight Team		Test Warehouse		

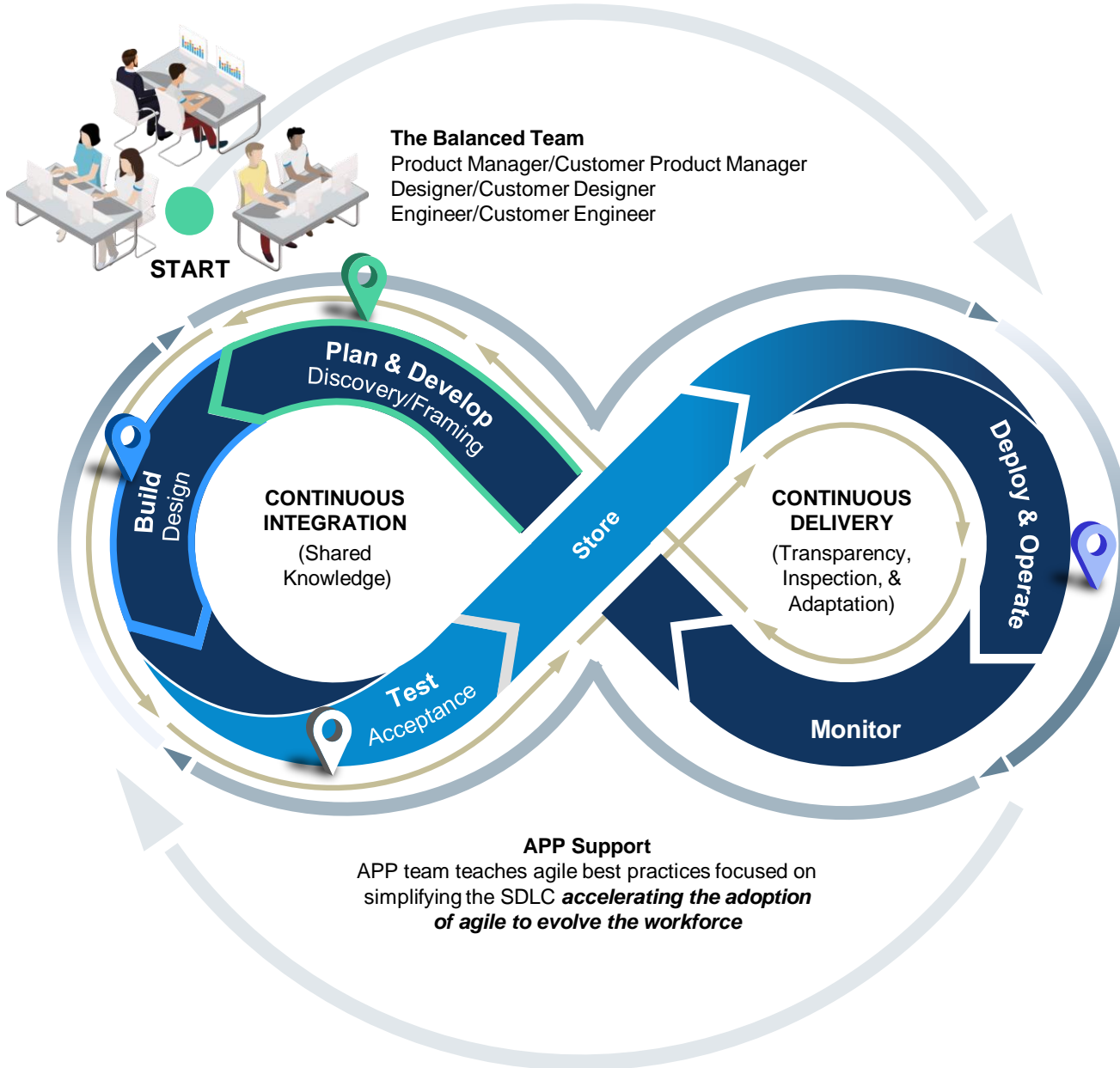
Traditional Recovery



Proven Escorted Recovery

*A Courier
Who Knows about
the Science*



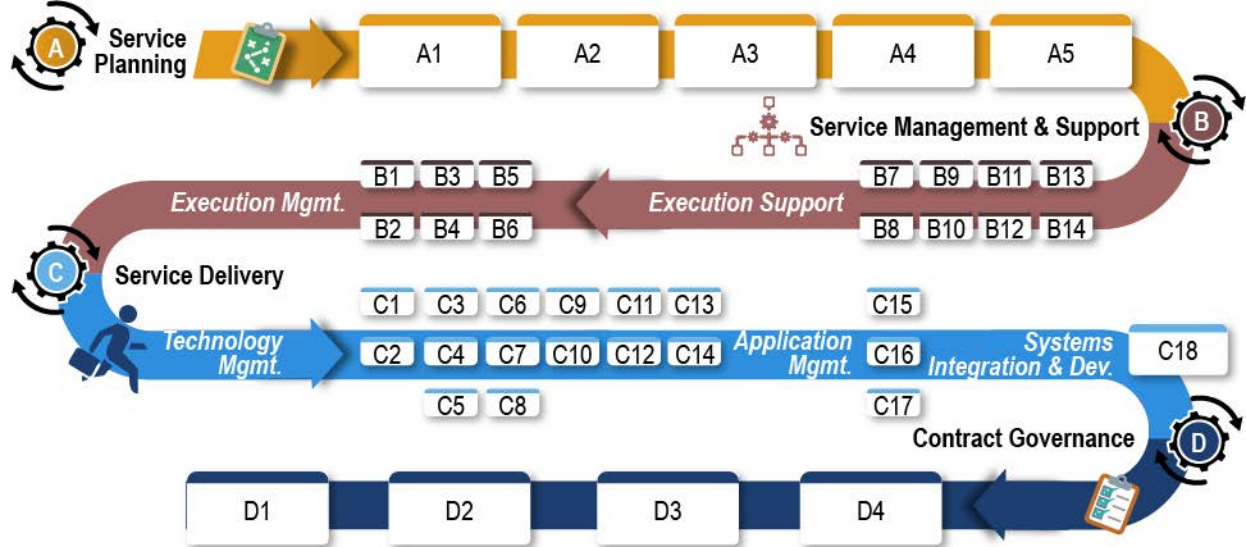


Plan & Develop (Discovery/Framing): Product Manager, Designer, and Engineer assess needs and gain understanding of customer problem set.

Build (Design): Product Manager is managing backlog and breaking stories into lean executable tasks (business outcomes); Designer is making wire frames and conducting AB testing with the customer of the applications to develop a MVP; Engineer is continuously advising Product Manager and Designer of technological feasibility while maintaining system balance.

Test (Acceptance): As new features are built, Product Manager is ensuring the feature delivered meets the acceptance criteria for the feature story; Designer is evaluating the feature with the customer to ensure it meets customer's expectations; Engineer is writing integration tests to ensure the feature is functioning properly in a production-like environment.

Deploy & Operate: As stories are accepted, they are automatically pushed to production. There is zero wait time to push out releases.



- A Service Planning**
 - A1. IT Strategic Planning
 - A2. Opportunity & Feasibility Study
 - A3. Annual IT Plan
 - A4. Architecture & Standards
 - A5. Annual Work Program
- B Service Management & Support**
 - B1. Service Delivery Mgmt.
 - B2. Service Level
 - B3. Project Mgmt.
 - B4. Operations Reporting
 - B5. Risk Mgmt.
 - B6. Communication & Escalation
 - B7. Change & Release
 - B8. Quality Assurance/Quality
 - B9. Security
 - B10. Configuration
 - B11. BCP/DRP
 - B12. Supplier/Third Party
 - B13. Procurement
 - B14. Resources Mgmt.
- C Service Delivery**
 - Infrastructure Mgmt.*
 - C1. IT Assets
 - C2. Availability & Capacity
 - Service Desk*
 - C3. Incident
 - C4. Problem
 - C5. Service Request Fulfillment
 - Servers/Middleware*
 - C6. Installation & Acceptance
 - C7. Operating Software & Tools
 - C8. Hardware
 - End User Computing*
 - C9. Installation & Acceptance
 - C10. End User Computing
 - Network (Voice/Data)*
 - C11. Installation & Acceptance
 - C12. Network
 - Operations*
 - C13. IT Operations
 - C14. Facilities
 - C15. Corrective Maintenance
 - C16. Preventive Maintenance
 - C17. Perfective & Adaptive Enhancements
 - C18. System Integration
- D Contract Governance**
 - D1. Client Relationship & Governance
 - D2. Service Transition/ Transformation Execution
 - D3. Contractual Changes
 - D4. Billing & Financial Reporting



