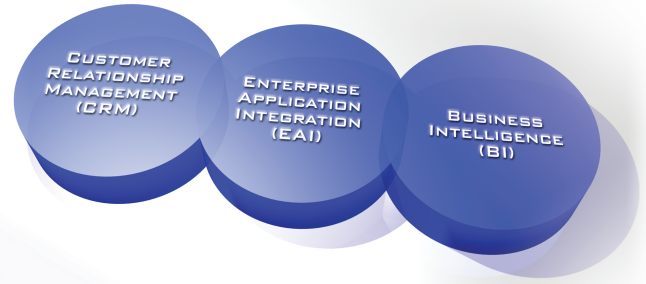# Opus Group LLC

Business Challenges:

Organizations are searching for ways to improve operational effectiveness, integrate information to support critical and actionable decisions, provide services in a more cost effective way and improve their clients experience by integrating programs and systems across their regions and departments. Government Agencies are experiencing increased workloads, reduced operational budgets and demands for greater accountability by citizens and public officials. Accessing your organization's crucial information and using that business intelligence to achieve strategic enterprise-wide objectives is a must. Leverage the investments in your existing data-sources and discover that value.

Results:

Opus Group helps transform organizational processes and technologies in the areas of Customer Relationship Management (CRM), Enterprise Application Integration (EAI), Business Intelligence (BI), Data Warehouse (DW) to dramatically increase proactive decision making, to maximize organization resources, optimize spending, and improve organizational performance.

As an experienced consulting partner, Opus Group can lead you from your 'as is' state to the desired 'to be' state.

Benefits:

- Effective application and data architecture facilitating information sharing
- Deliver a full range of analysis and reporting capabilities using a unified, highly scalable, modern architecture
- Provides intelligence and analytics from data spanning enterprise sources and applications
- Improve client outcomes with integrated eligibility determination
- Transform program effectiveness with closed-loop case management
- Modernize IT infrastructure with a configurable, commercial off-the-shelf solution

Corporate Capability Statement:

Opus Group LLC is a SBA 8(a) Certified business providing a wide variety of business management and information technology consulting services to public sector, commercial, and non-profit clients. We specialize in strategy, people, processes, technology, and governance practices for Customer Relationship Management and Business Intelligence application implementations. We provide our customers the right service capabilities to achieve results-oriented outcomes. We offer program management strategies for the achievement of expected business outcomes, metrics, key performance indicators (KPIs), and initiate solutions meeting business and technical objectives.
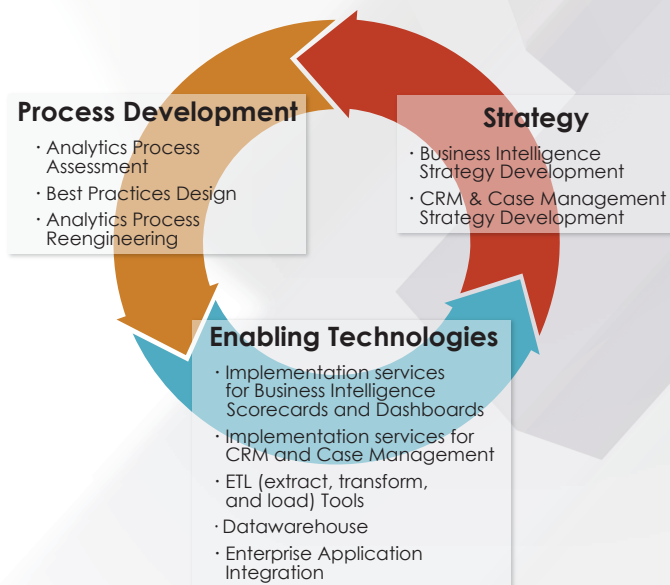
We provide project management services in resource allocation, supervision, cost/schedule monitoring, and cost estimating. Our full applications life cycle delivery portfolio includes implementation planning, discovery, design, development, testing, deployment and system sustainment support. Opus Group LLC is dedicated to helping clients achieve their expected business value goals.

Opus Group LLC provides an array of consulting teams or individual consultant staffing options. Based on our extensive knowledge of Oracle's Enterprise Applications, and previous customer solution implementation experiences, we provide expert assistance in developing business process flow and in mapping those business processes to Enterprise application functionality. Our consultants have many years of implementation experience and are certified in the respective CRM and BI domains.

Process Development
- Analytics Process Assessment
- Best Practices Design
- Analytics Process Reengineering

Strategy
- Business Intelligence Strategy Development
- CRM & Case Management Strategy Development

Enabling Technologies
- Implementation services for Business Intelligence Scorecards and Dashboards
- Implementation services for CRM and Case Management
- ETL (extract, transform, and load) Tools
- Datawarehouse
- Enterprise Application Integration

Opus Group LLC Services Offerings

Customer Relationship Management (CRM) Services:

Opus Group LLC customers can be assured their project is completed on time and within budget. We have extensive CRM strategy planning, project management, implementation, end user training, and the expertise in industry best practices in delivery frameworks and methodologies. Our services include project management, CRM strategy and operations, full life cycle implementation, upgrades, integration, testing, and end-user training.

Business Intelligence (BI) and Data Warehouse (DW) Services:

Top performing organizations are aggressively investing in business intelligence and analytics processes and technologies to dramatically increase proactive decision making, to maximize organization resources, optimize spending, and improve organizational performance. Opus Group LLC has strategized, managed, and implemented numerous business intelligence and data warehouse initiatives in the public sector, including our current implementation of business intelligence capabilities in the MC311 initiative, and the U.S. Department of Homeland Security.

Our clients include:

Montgomery County, Maryland Government MC311 Program

Opus Group LLC is currently engaged with the County's Technology Modernization initiative to transform the way it serves its residents and enhance its decision making and operating efficiency. We provide program direction, oversight, and solution architecture for County's Enterprise CRM system (MC311), a centralized 311 Call Center and Constituent Relationship Management system that supports a single, one-stop-shopping phone number for non-emergency government requests for citizen service, information, or complaints. In addition to the Enterprise CRM solution, we implemented Enterprise BI and Data Warehouse solution to enhance informed decision making for county executives and department directors.

DHS U.S. Citizenship and Immigration Services (USCIS)

Opus Group LLC provides both management consulting and implementation services to USCIS. We provide strategy, governance, reporting, and implementation services for enterprise initiatives. We implemented an integrated DHS USCIS case management and enterprise business intelligence (BI) reporting system, encompassing business analytics, service oriented architecture (SOA), and legacy system integration.

DHS US-VISIT Program

Opus Group LLC implemented an electronic Inter-Country Adoption case management system with fully integrated biometric enumeration process. We deployed three major releases of adoption case management system within 20 months to 3 domestic and 3 international locations, including Section 508 accessibility certified enterprise application.

American Red Cross

Opus Group LLC provided planning, design, and implementation services to the Blood Donor Relationship Management (DRM) project, integrating CRM and Business Intelligence/Analytics. DRM provides donor market segmentation, campaign, appointment scheduling, Computer Telephony Integration, and service management capabilities. Opus Group implemented the Customer Assistance System (CAS) application, a response and case management application that facilitates aid and relief to disaster victims.

Point of Contact:

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Awards & Recognitions:

Oracle Titan Award 2011 - Honorable Mention in Public Sector

Gartner Award for Customer Analytics at Montgomery County 311

Public Technology Institute (PTI) at Montgomery County 311

National Association of Counties (NACo) for Montgomery County 311

Oracle CRM Blog Interview for Montgomery County 311

Opus Group LLC