ACENES

CORPORATE CAPABILITIES

Acenes Technology Solutions, Inc. ("Acenes") is a **_Service-Disabled Veteran-Owned Small Business_** that provides a broad range of program management, IT technical support and helpdesk, special operations support, and food safety related solutions to government and commercial clients. Originally founded in 2003, Acenes is headquartered in Tysons Corner, Virginia.

In providing services to Federal agencies, Acenes provides:

- **Certified Project Managers** who deliver quality products on schedule

- **7x24x365 Technology & Customer Support Centers**

- **Proven track record of success** with a focus on the Department of Veterans Affairs

- **Seasoned professionals** who quickly adapt to new challenges and conditions

- **In-depth knowledge** of food industry recall processes and procedures

- **Fact-based status reporting services** that support reallocation of government employees to management and oversight functions

- **Unique data-mining** of existing reports for reuse in other venues

Acenes Capabilities

Program Management

- Program & Project Management support

- Budgetary/ policy analysis & fiscal management support

- Reporting activities

- SME's/ Advisors & other headquarters staffing (including PPB&E, strategic planning and studies and analysis)

- Business analysis/ studies

- Administration/meetings support

IT Technical Support & Helpdesk

- Cyber Security

- Help desk/ Technology Support Center/ Business Process Outsourcing (including call centers/ systems, facilitating short-notice start-up of new service ops)

- IT operations & tech support (including on-site staffing)

- IT services management (e.g., ITIL related)

Special Operations Support

- Red/Gold/Black team support

- Senior officer perspective for exercise scenarios

Food Safety Related Solutions

- Food safety and defense (including systems)

ACENES EXPERIENCE (Details on Next Page)

Clients include: Department of Veterans Affairs, OI&T; Department of the Navy, NMCI; NDIA Special Operations and Low Intensity Conflict Division; State of New Hampshire, Department of Health and Human Services; Fairleigh Dickinson University; Veterans Health Administration; US Food and Drug Administration; US Foods, Inc.

ACENES EXPERIENCE

(Performed by Acenes, its Officers, and its Shareholder Strategic Partners)

Department of Veterans Affairs, Office of Information Technology (2004 – present)

CIO-level Management Assistance and Strategic Planning Services. The Acenes team provides CIO-level assistance and strategic planning services to the Office of Information Technology (Office of Quality, Performance and Oversight). Specific responsibilities include the development of reporting practices to support decision makers, critical studies to address pressing, high-value issues, capital planning and budgetary analysis, assessment of policy and support of IT Governance. Our seasoned staff offers insight into best commercial practices (CMM, ITIL, etc.) and advises department managers on a wide variety of complex and time-sensitive issues.

Department of Veterans Affairs, Veterans Health Administration (2008 – 2009)

VA Patient Food Safety and Defense Program Study. Acenes provided overall management and technical expertise for an in-depth study for the VHA to assess the current vulnerabilities of the VA with respect to food safety and defense. The study focused on VA national policies and procedures and provided a review of the implementation of national policies at certain VISNs and facilities. Areas covered included: operational policies and procedures, product recalls, bioterrorism preparedness, contracts with vendors, and organizational factors. The study included review of the information systems used to support the strategic elements and business processes of each of the areas studied.

US Food and Drug Administration (2010 – present)

Information Technology Customer Support Services. The Acenes team provides technical support management and services as a subcontractor on the Customer Support Services outsourcing contract with the FDA. This contract covers a broad range of technical support services for all 12,000+ FDA employees. Our role includes providing the communications support infrastructure to enable the consolidation of multiple support centers, and providing the technical support staff to respond to and resolve enterprise and desktop support issues.

National Defense Industrial Assoc (NDIA), Special Ops & Low Intensity Conflict Division (2004 – present)

Professional Development. Acenes personnel provide volunteer services to improve the professional capabilities of our warfighters.

Lockheed Martin (1996-2005)

Red, Gold, and Black team Support, and Mission Area Analyses of Special Operations Requirements. Acenes personnel provided technical expertise and technical writing support in Red Team (proposal critique), Gold Team (provide winning proposal themes), and Black Team (opposition company) for Lockheed Martin for a host of DoD programs including the MC-130J tanker, US-101 helicopter, Aircrew Training and Rehearsal System (ATARS), Integrated Weapon System Support Program (IWSSP), and Algerian Air Force AC-130 gunship.

Selex Sensors and Airborne Systems/Selex Galileo, Inc. (2008 – Present)

Marketing expertise for the Special Operations environment. Acenes personnel provided subject matter expertise, technical writing support, and business development briefings to assist Selex Galileo in competition for two-engine gunship variants for USSOCOM and for international sales. In addition, support is currently provided to support joint and combined special operations training at Selex' facilities at and around Stennis International Airport in Kiln, Mississippi.

Department of the Navy – NMCI (Navy Marine Corps Intranet) (2000 – present)

Onsite Enterprise Support Services. The Acenes team has provided onsite, cleared personnel in multiple locations to support the 7500+ users Department of Navy Headquarters Network (DNHN) in classified and unclassified Microsoft Enterprise environments. Areas of support include: Infrastructure and Network Engineering and Support (including LAN/WAN design, maintenance, configuration management and troubleshooting for network backbone), Desktop Support (including support for all telecommunications and computer reported problems), and Asset Management (including overseeing the asset management database to conduct successful office moves).

State of New Hampshire, Department of Health and Human Services (2000 – present)

Enterprise Help Desk Support Services. The Acenes team provides complete enterprise help desk support and call management for the State of New Hampshire's Department of Health and Human Services internal end user population (3,500+ users) on all aspects of IT and telecommunications. This support includes providing phone-based access to support resources, technical support and troubleshooting on commercial and proprietary applications, desktop OS configuration, networking, and remote access. We also provides the call management software and escalation to internal support staff, and assisted with the design and implementation of the Department's Service Level Management (SLM) program.

US Foods, Inc. (2009 – present) (Prime Vendor for VA hospitals)

Internet-based National Product Recall Information Management System

The Acenes team designed, developed and implemented, and is providing ongoing technical and operational support for, a web-based national product recall information management system for US Foods (USF), the 2nd largest food distributor in the US (with 15,000 suppliers, 63 distribution centers, and over 200,000 customers). USF customers include all VA hospitals ("Subsistence Prime Vendor Contact") and many other government organizations. Our design of the recall system includes consideration of the information management requirements of VA, and the relationship of the USF system to the corresponding VA systems and procedures.

Fairleigh Dickinson University (2002 – present)

Enterprise Help Desk Support Services. The Acenes team provides complete enterprise help desk support and call management for Fairleigh Dickinson's student, faculty and administrative populations (13,000+ users) on all aspects of IT and telecommunications. This support includes providing phone-based access to support resources, technical support and troubleshooting on commercial and proprietary applications, desktop OS configuration, networking, and remote access. We also provide the call mgmt software and escalation to internal support staff.

Acenes Technology Solutions, Inc.