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VetsAmerica Business Consulting, Inc. is a certified Service-Disabled Veteran-Owned Small Business that was established in 2002 by a Vietnam-era veteran, John E. Collins. Over the past decade, VetsAmerica has established a track record as a provider of value to the Federal government. VetsAmerica strives to assist organizations in becoming the most effective and efficient they can within their budgetary constraints by providing process innovation and strategic utilization of information technology while remaining dedicated to client-focused service.

CORPORATE CAPABILITIES

Information Assurance and Cyber Security

- Mobile Risk Management
- Identity and Access Management (IAM)
- Certifications and Accreditations (C&A)
- Assessment & Authorization (A&A)
- Enterprise Risk Management (ERM)
- Information Security Integration
- Network Security Issues and Technologies
- Public Key Infrastructure (PKI)
- Legal and Regulatory Impact (Privacy/HIPAA)
- Security Technologies Integration

Identity and Access Management

- Stakeholder Engagement and Outreach
- Requirements Definition
- Enterprise Services – Single SignOn Internal, Single SignOn External, Credential Service Provider, E-Signature, Identity Proofing, Provisioning, Specialized Access Controls, Compliance and Audit Reporting

Customer Relationship Management

- CRM Analysis and Consultation
- CRM Tool Evaluation
- CRM Integration Support
- CRM Development, Administration, and Architecture
- Outreach and Event Management
- Organizational Change Management

Telecommunications and Service Desk Operations

- Help Desk/Service Management and Call Centers
- Web Portal Infrastructure
- Cloud Management
- Telecommunications Systems

Application Development and Systems Engineering

- Application and Web Development
- Identity and Access Management (IAM)
- Voice Access Modernization (VAM)
- Customer Relationship Management (CRM)
- Unified Desktop
- Knowledge Management (KM)
- Integration Services

PRIME CONTRACTS

*VETS GWAC
Contract #GS-06F-0533Z*

*GSA IT Schedule 70
Contract #GS-35F-0259W*

*VA Veterans Relationship
Management (VRM)
Information Technology
Solutions and Support
Services (ITSS) IDIQ
Contract #VA118-11-D-0055*

*Seaport-e IDIQ
Contract #
N00178-12-D-7110*

PERFORMANCE

Information Assurance and Cyber Security

Identity and Access Management (IAM)

Developed an enterprise wide access service solution for VA. The solution encapsulates people, processes and products to identify, authenticate and grant or deny users authorization to data and network resources.

e-Authentication and Enablement & IT Support

Developed and implemented a mechanism for VA to enable VA public-facing applications to participate in federated identity authentication for the purpose of single sign on. The mechanism assured compliance with the VA's identity management strategy, as well as remained in compliance with the GSA E-Authentication Federation guidance.

VA VHA Certifications and Accreditations

Participated with the Security Certifications and Accreditations (C&As) process on the Veterans Health Administration's systems for over 140 VA Medical Centers (VAMC) across the nation.

Veteran Identification Card (VIC) Support

Providing maintenance and technical support for the legacy VIC application. The support includes Tier III help desk, systems administration and integration assistance for migrating to the new VIC web-based application.

Software Development and Systems Engineering

Project Management Accountability System Dashboard

Provided the development and maintenance of VA's PMAS dashboard: performed system updates and requirements gathering, attended integrated project team meetings, and provided insight into the envisioning sessions.

EC Web Maintenance

Maintaining the EC Web application for the VA Ethics Center. A self-hosted testing environment mimics the VA server environment to provide development updates in a controlled environment.

PIV Site Enhancement Scheduling

Developing an internet accessible appointment scheduling solution to support credential issuance of the HSPD-12 PIV System.

Enterprise Requirements Management

Provided a comprehensive ERM solution to the VA Office of Information Technology Office of Enterprise Development Software Engineering Standards.

Virtual Call Center (VCC) Prototype Systems

Designed and developed virtualization software to integrate VA help desks and call centers regardless of where they were located.

VBMS Business Architecture Support

Creating an integrated view of all related components, systems, and integration points that are related to the VBA Transformation Strategy.

Telecom and CRM

CRM Fix-The-Phones

VetsAmerica is developing a single desktop view using MS Dynamics that call agents can use to view and record relevant information and resolve calls, which eliminates the need for agents to access multiple systems.

VA Help Desk Support

VetsAmerica provides Tiers I & II help desks and service desks for IT, PKI, and Learning Center and has supported hundreds of thousands of customers.

Voice System With VOIP

Telecommunications Upgrade

VetsAmerica upgraded and expanded existing Siemens HiPath digital/analog telephone systems for VA Medical Centers located in Tuscaloosa, AL and Salt Lake City, UT.

VACO ITSS Telecommunications Audit

Providing services to support inventory and reconciliation for all telecom related services and providing a complete spend analysis that identifies cost savings and improved utilization, optimization and modernization.

NAICS CODES

518210 Data Processing, Hosting and Related Services
541330 Engineering Services
541511 Custom Computer Programming Services
541512 Computer Systems Design Services
541513 Computer Facilities Management Services
541519 Other Computer Related Services

541611 Administrative Management and General Management Consulting Services
811213 Communication Equipment Repair and Maintenance
541618 Other Management Consulting Services
541690 Other Scientific and Technical Consulting Services
611430 Professional and Management Development Training
921190 Other General Government Support

