VETSAMERICA

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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. Since that time, VetsAmerica has evolved into a growing IT solutions company that operates with the mission to provide innovative and cost-effective strategies and solutions that solve business challenges and create business opportunities

CORPORATE CAPABILITIES

Information Assurance and Cyber Security
• Enterprise Risk Management
• Mobile Risk Management
• IT Supply Chain Risk Management
• Certification and Accreditation
• Assessment & Authorization (A&A)
• Information Security Integration
• Legal and Regulatory Impact

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

Application Development and Systems Engineering
• Application Development
• Web Development
• Cloud Transformation
• 508 Compliance
• Integration Services

Telecommunications and Service Desk
• Help Desk/Service Management and Call Centers
• Web Portal Infrastructure
• Cloud Management
• Voice Access Modernization
• Telecommunications System Upgrades
• Telecommunications Audits

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

salesforce | CLOUD ALLIANCE
PARTNER

CONTRACTS

VETS GWAC
Contract #
GS-06F-0533Z

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

VA VRM ITSS IDIQ
Contract #
VA118-11-D-0055

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

Information Assurance and IAM

Identity and Access Management (IAM)
Developed an enterprise wide access service solution that 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 to enable public-facing applications to participate in federated identify authentication for the purpose of single sign on. The mechanism assured compliance with the agency's identity management strategy, as well as remained in compliance with the GSA E-Authentication Federation guidance.

Certifications and Accreditations
Participated with the Security Certifications and Accreditations (C&As) process on over 140 medical centers' systems across the nation.

Identification Card Support
Providing maintenance and technical support that includes Tier III help desk, systems administration and integration assistance for migrating to a new web-based application.

Software Development and Systems Engineering

Project Management Accountability System Dashboard
Performed system updates and requirements gathering, attended integrated project team meetings, and provided insight into the envisioning sessions.

Web Maintenance
Maintaining a web application and self-hosted testing environment to provide development updates in a controlled environment.

Site Enhancement Scheduling
Developing an internet accessible appointment scheduling solution to support credential issuance for an HSPD-12 PIV System.

Enterprise Requirements Management
Provided a comprehensive solution that included the compilation of technical requirements; the creation of a repository; the alignment and optimization of supporting processes; and the robust outreach needed.

Virtual Call Center (VCC) Prototype System
Designed and developed virtualization software to integrate help desks and call centers regardless of where they were located utilizing a CRM solution.

Business Architecture Support
Creating an integrated view of all related components, systems, and integration points that are related to the client's Transformation Strategy

Telecom, Service Desk, and CRM

CRM Fix-The-Phones
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.

Help Desk Support
Providing Tiers I & II help desks and service desks for IT, PKI, and Learning Center and supporting hundreds of thousands of customers.

Voice System With VOIP Telecommunications Upgrade
Upgraded and expanded existing Siemens HiPath digital/analog telephone systems for two Medical Centers.

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

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

SDVOSB
Service Disabled Veteran Owned Small Business
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