eTRANSERVICES

Capability Statement

COMPANY OVERVIEW

eTRANSERVICES is a provider of cost saving enterprise transformational services and products. Our core competencies are **Consulting Services, Enterprise IT Professional Services, Application & Web Services, and Professional Business Services.** These are areas we feel will enable the agile transformation of most enterprises. We use an enterprise planning & architecture framework and service delivery methodology as a guide. This enables our clients to benefit from innovative solutions, measure success, and a franchised methodology that leads to predictable outcomes focused on lowering costs, decreasing service delivery times, and meeting organizational goals.

SOCIO-ECONOMIC PROGRAMS
SDVOSB |SBA HUBZone|SBA SDB Certified

CORE COMPETENCIES
❖ **Consulting Services**
  - Information Technology Solutions
  - Enterprise Planning and Architecture
  - IT and Application Portfolio Management
  - Shared Services & Cloud Solutions
  - Professional Education and Training

❖ **Enterprise IT Professional Services**
  - Shared Services Solutions and Management
  - Network Engineering and Operations
  - Information Assurance and Cyber Security
  - Disaster Recovery and Continuity of Operations
  - Computing Facilities & Asset Management
  - IT Engineering and Integration
  - Infrastructure Hosting, Data Processing, Management, and Archiving
  - Custom Infrastructure and Application Solutions

❖ **Application and Web Services**
  - Custom Applications Solutions
  - Web and Mobile Solutions
  - Section 508 Compliance As A Service
  - Application Performance Management

❖ **Professional Business Services**
  - Business Operations Support
  - Program, Acquisition, Engineering, and Advisory Support

PROCUREMENT VEHICLES
Prime Vehicles: FAA eFAST | Navy SeaPorte
GSA Schedules: IT Schedule 70 # GS-35F-421BA
Partner Vehicles: VETS GWAC | CIO-SP3 | VA T4

PAST PERFORMANCES

NAICS Codes
Computer Systems Design Services

541512	**Computer Systems Design Services** (Primary)
423430	Computer and Computer Peripheral Equipment and Software Merchant Wholesalers
511210	Software Publishers
517919	All Other Telecommunications
518210	Data Processing, Hosting, and Related Services
519190	All Other Information Services
541330	Engineering Services
541511	Custom Computer Programming Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative Management and General Management Consulting Services
541614	Process, Physical Distribution, and Logistics Consulting Services
541618	Other Management Consulting Services
541690	Other Scientific and Technical Consulting Services
541990	All Other Professional, Scientific, and Technical Services
611420	Computer Training
611430	Professional and Management Development Training
611699	All Other Miscellaneous Schools and Instruction

Cleared Personnel
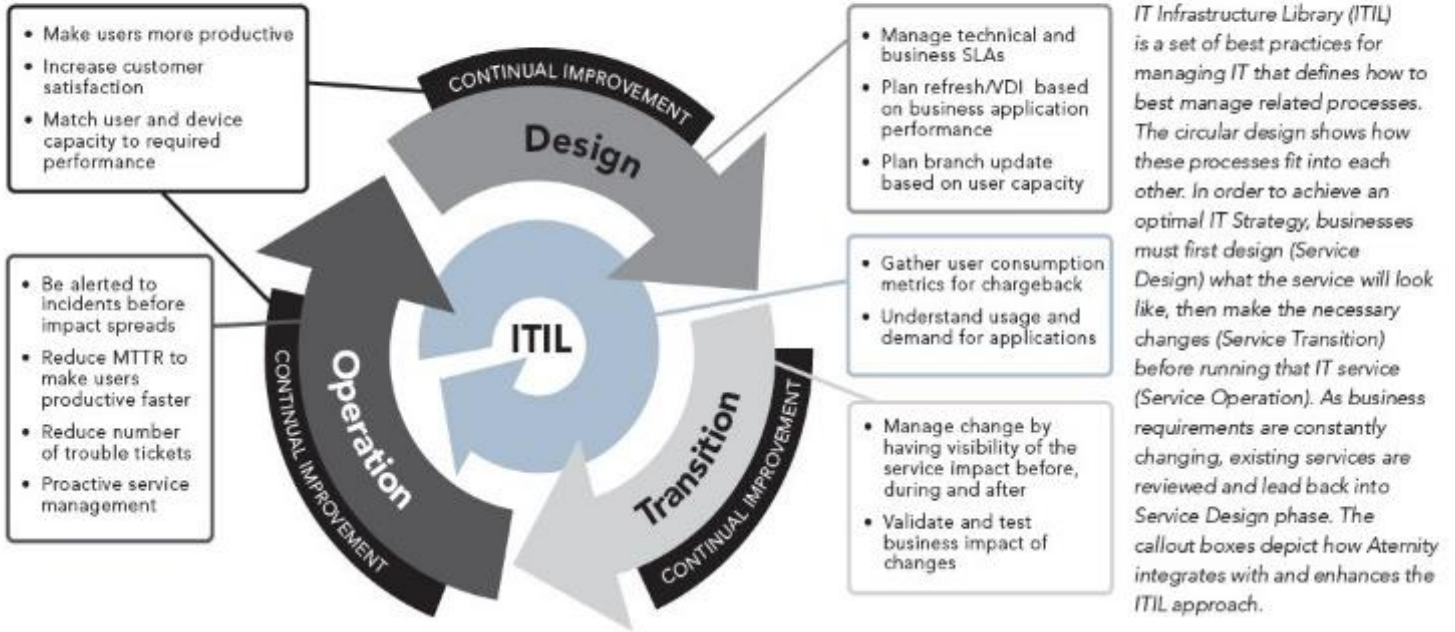## DCAA Cost Accounting System *Approved*

COMPETENCY CERTIFICATIONS

PRODUCTS & SOLUTIONS PARTNERSHIPS

ATERNITY® Any Application, Any Device, Any User

- Make users more productive
- Increase customer satisfaction
- Match user and device capacity to required performance

- Be alerted to incidents before impact spreads
- Reduce MTTR to make users productive faster
- Reduce number of trouble tickets
- Proactive service management

CONTINUAL IMPROVEMENT

Design

Operation

ITIL

Transition

- Manage technical and business SLAs
- Plan refresh/VDI based on business application performance
- Plan branch update based on user capacity

- Gather user consumption metrics for chargeback
- Understand usage and demand for applications

- Manage change by having visibility of the service impact before, during and after
- Validate and test business impact of changes

IT Infrastructure Library (ITIL) is a set of best practices for managing IT that defines how to best manage related processes. The circular design shows how these processes fit into each other. In order to achieve an optimal IT Strategy, businesses must first design (Service Design) what the service will look like, then make the necessary changes (Service Transition) before running that IT service (Service Operation). As business requirements are constantly changing, existing services are reviewed and lead back into Service Design phase. The callout boxes depict how Aternity integrates with and enhances the ITIL approach.

IPSWITCH

Ipswitch makes software for businesses

to manage networks, securely transfer files, and communicate via e-mail. Our products are designed to increase productivity for people and organizations. Ipswitch products save time and money by being easy to learn, use, support and maintain. Focusing on these priorities has helped us meet the needs of millions of customers around the world since 1991.

Extract Systems is a leading provider of advanced data capture and redaction solutions that drive operational efficiency and secure private information for government, healthcare and other commercial sectors. Our products automatically capture and incorporate manual data entry fields into designated information systems as structured data. By automatically capturing information trapped in paper-reliant workflows, our customers reduce costs and optimize the intelligent collection of data.

ID Shield	**FLEX Index**	**LabDE**	**MedDE**
ID Shield protects the sensitive data in electronic records for public record access or any document sharing process that involves non-disclosure of confidential information.	FLEX Index is a powerful productivity tool that uses OCR (optical character recognition) technology combined with rules-based logic to locate and extract data from structured and unstructured documents.	LabDE improves data access, accuracy and timeliness for external clinical documentation. Automatically captures lab results from non-interfaced facilities and moves as structured patient data into the appropriate LIS, EHR, or medical specialty database.	MedDE transforms external content into actionable patient data to reduce medical error and streamline workflow. Automatically captures discrete data from unstructured records or reports and moves as structured patient information into the appropriate EHR or medical specialty database.
Learn more →	Learn more →	Learn more →	Learn more →

iOra Edge

iOra Edge replication monitoring reports on the health and status of iOra Geo-Replicator, monitoring both local and remote deployments.

Edge has been designed from the ground up to support the deployment of iOra replication systems to users in the most remote and hostile environments, where access to networks cannot be guaranteed and - when available - are either high latency and/or low in bandwidth.

The Need for IT Accessibility

- Internet Access as a Basic Right
- Greater Awareness of Rights of People with Disabilities
- Increasing Disabled Population Worldwide
- Success of Section 508 & Similar Laws

The Audio Internet® Accessibility Platform

audioeye

Converging Factors Make IT Accessibility Important – Now, More than Ever