



VetsAmerica

Business Consulting, Inc.

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Company Designations

DUNS #: 127545494
TIN/EIN #: 68-0530731
Case Code: 3DNN9

Certified Service-Disabled
Veteran-Owned Small Business

VetsAmerica Business Consulting, Inc. is a Service-Disabled Veteran-Owned Small Business that was established in 2002 by a Vietnam-era veteran, John E. Collins. VetsAmerica is an IT solutions provider to the Federal government, that specializes in programmatic and technical support in the areas of enterprise infrastructure, information assurance, cyber security and help desk services. 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 with patriotic commitment.

CORPORATE CAPABILITIES

Information Assurance and Cyber Security

- Identity and Access Management (IAM)
- Certifications and Accreditations (C&A)
- Enterprise Risk Management (ERM)
- Security Access Authentication Control Architecture Design
- Information Security Integration (Business Applications, Enterprise Applications, Enterprise Systems)
- Data Quality and Integrity Management
- Network Security Issues and Technologies
- Public Key Infrastructure (PKI)
- Legal and Regulatory Impact (Privacy/HIPAA)
- Security Technologies Integration

Customer Service Management

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

Program Management Solutions

- Program planning, budgeting and scheduling
- Earned Value Management (EVM) Support
- Program Metrics/Balanced Scorecard (BSC)
- OMB Process Support (E-300, etc.)
- Continuity of Operations Planning (COOP) Studies
- BPR analysis, planning and implementation support
- Change Management Programs
- Logistics Planning and Support
- Acquisition Risk Analysis
- Technology Evaluations and Cost-Benefit Analysis
- Enterprise Requirement Management
- HR Evaluations

Software Development and 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 CONTRACT

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

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

PERFORMANCE

Information Assurance and Cyber Security

Identify and Access Management (IAM)

VetsAmerica developed an enterprise wide access service solution. 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

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

Certifications and Accreditations

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

Identification Card Support

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

Software Development and Engineering

Project Management Accountability System Dashboard

VetsAmerica provided the development and maintenance of a dashboard by performing system updates and requirements gathering, attending integrated project team meetings, providing documentation of various infrastructures to support the growth of the dashboard, updating user guides for all panels and providing insight into the envisioning sessions.

EC Web Maintenance

VetsAmerica currently maintains 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. This work required tight integration with VA entities such as VA WebOps.

Site Enhancement Scheduling

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

Enterprise Requirements Management

VetsAmerica 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

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

Customer Service Management

Customer Relationship Management

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

Region 3 Service Desk Support

VA's Model Help Desk, provided service desk support Tiers I & II to Region 3 Veterans Integrated Service Networks (VISNs) 6 thru 11.

Public Key Infrastructure (PKI) Help Desk

Tiers I and II help desk providing support to approximately 100,000-125,000 PKI enabled customers.

Veterans Affairs Learning Center (VALU) IT Help Desk Support

VA's Tier I and limited Tier II help desks that support over 280K VA staff and contractors.

Voice System With VOIP Telecommunications Upgrade

VetsAmerica upgraded and expanded existing Siemens HiPath digital/analog telephone systems for medical centers.

NAICS CODES

518210 Data Processing, Hosting and Related Services
541511 Custom Computer Programming Services
541512 Computer Systems Design Services
541519 Other Computer Related Services
541611 Administrative Management and General Management

541614 Process, Physical Distribution, And Logistics Consulting Services
541618 Other Management Consulting Services
541690 Other Scientific and Technical Consulting Services
561621 Security Systems Services (Except Locksmiths)
811212 Computer And Office Machine Repair And Maintenance
921190 Other General Government Support