



**Business Vision**  
**Real-World Results**



Practice Areas – GSA Advantage®

**Contract Number GS-35F-0217W**

GSASales@avistas.com – 214-544-0400, ext. 20

SPECIAL ITEM NO. 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Avistas provides on-site and remote support to our clients while leveraging decades of experience and lessons learned that focus on three principle objectives:

- **Optimize and Manage Allocated Budgets**
- **Increase Operational Visibility and Effectiveness**
- **Increase Transparency and Compliance while Reducing Risk**

Our intellectual capital is transferred directly into your organization's institutional knowledge domains on a project basis in order to rapidly achieve a formally stated business objective that usually involves a complex symphony of *people, process and technology*.

Our services address today's most challenging executive issues head-on and are commonly delivered through one or more of our four core practice areas:

- **Management Services**
- **Technical Services, including Green IT Initiatives**
- **Human Capital Services**
- **Emergency Services Operations and Technology**

Avistas advises some of the world's largest corporations along with foreign, state and local governments regarding mission critical applications, communications and technical decisions. We can bring over 60 professional years of lessons learned and "best practices" from those environments to your organization.

The following pages contain a detailed outline of these four services areas.



**Business Vision**  
**Real-World Results**



**Management Services** – Business agility and innovation require clearly defined and finely tuned integration of people, process and technology.

*“We believe that technology exists to serve the interests of an organization and must simply facilitate the visibility of actionable information, but is subordinate to myriad human factors, business processes, compliance and other management centric endeavors.”*

It is only when chartered and management sponsored endeavors are defined, validated, funded and approved that technology can perhaps play a role.

Avistas professional skills and subject matter experts assist our clients with improving corporate and process performance, enhancing visibility into business intelligence, cash management, cash flow and compliance, significantly improving training & education, along with many other corporate services.

Specific categories of Management Services offered include the following:

- 1.) *Business Intelligence* – Operational Visibility – “Line-of-Sight”, Financial and Performance Data, Trends and Triggers, Presentation and Delivery of Business Intelligence
- 2.) *Project Portfolio Optimization* – Business Value, Risk Assessment, Resource Management, Project Priorities, Requirements Development and Documentation, Skills Allocation and Employee Training, Vendor Management and Spend Optimization
- 3.) *Change and Asset Management* – Operational Visibility – “Line-of-Sight”, Change Control and Priorities, Unplanned Work Reduction, Unambiguous Process Resolution
- 4.) *Human Capital* – Knowledge Management, Communities of Practice, Talent Strategy, Talent Acquisition, Talent Development & Talent Leadership
- 5.) *Governance and Compliance* – COBIT: Control Objectives for Information and related Technology , Six Sigma, Sarbanes–Oxley, HIPAA: Health Insurance Portability and Accountability Act, GLBA, Gramm–Leach–Bliley Act, International Organization for Standardization (ISO), International Telecommunications Union (ITU), Telecommunications Management Forum (TM Forum) and many others
- 6.) *Business Process Optimization* – Bottleneck Identification and Isolation, Performance Optimization, Automation Opportunities, Manual Rollback and Simplification Opportunities, Supporting Technologies, Integration and Reporting
- 7.) *Services Delivery Management* – Organizational Needs, Results Delivery, Services Optimization, Best Practices and Benchmarking



**Business Vision**  
**Real-World Results**



- 8.) *Knowledge Performance Management* – Staff Assessment, Knowledge Delivery, Knowledge Management, Communities of Practice, Education Management, Staff Retention
- 9.) *Program, Project and Product Management* – Budgets, Resources, Critical Path Timelines and Milestones, Dependencies, Market Intelligence, Implementation and Launch Strategies

**Technical Services** – Avistas founders and professionals advise some of the world's largest organizations with mission critical applications, communications and technical decisions assuring the most secure and reliable delivery of services.

Our professionals have supported cities, states, governments, international investment groups and some of the world's largest corporations as well as telecommunications manufacturers and carriers (Telco's, ISPs and Wireless) to advise them on numerous **"Green IT"** and **energy efficient** product, service and data center enhancements.

*"The depth and breadth of our suite of technical services is based on many decades of design, specification, acquisition and implementation services to major corporations, governments, non-profits, small to medium-sized enterprises and start-ups, assisting them with their growth, security, business continuity, disaster recovery, relocations, technology refresh, mergers, acquisitions & divestitures, integrations, contract negotiations, web-enablement, wireless & mobility and myriad technology specific challenges unique to their individual circumstances."*

Specific categories of Technical Services offered include the following:

- 1.) *Application Integration* – Business Requirements, Architecture and Design, Data Consolidation, Storage and Warehousing, Development, Testing and QA Processes, Services Oriented Architectures, Web Services, Managed Applications, Project Management
- 2.) *Infrastructure and Technology* – Architecture and Design, Server and Storage Consolidation, Energy Efficiency Initiatives, Integrated Networking and IP Convergence, Wireless Networks, Device and Application Integration, Communications System Design and Optimization, Voice and Video over IP, Audio/Visual Requirements and Design, Information Security, Access Control and Building Management Systems, Data Center Requirements and Design, Call Center Systems Integration and Consolidation, Business Continuity and Disaster Recovery, Project Management
- 3.) *Development Support* – Business Requirements, Architecture and Design, Planning and Specifications, Staff Support, Project Management



**Business Vision**  
**Real-World Results**



**Human Capital Services** – Whether consulting, skills augmentation or full-time placement, Avistas takes a pro-active approach to human capital management and talent placement by consistently mentoring management and staff to achieve the best results in an environment that maximizes job satisfaction and retention.

Additionally, our talent managers are skilled in supplementing your staff with project employees or finding you the most ideal permanent placement available.

Specific categories of Human Capital Services offered include the following:

- 1.) *Knowledge Management* – comprises a range of practices used by organizations to identify, create, represent, distribute and enable adoption of what it knows, and how it knows it.
- 2.) *Communities of Practice* – A key element of organizational development that includes the process of social learning using interactive and collaborative tools to develop social capital, nurture new knowledge, stimulate innovation, or share existing tacit knowledge within an organization.
- 3.) *Talent Strategy* – Workforce Effectiveness, The High Performance Organization, Human Capital Theory & Strategy, Future Labor Trends, Workforce Planning, The Virtual Global Workforce, The Self-Service Workforce, HR & Business Process Outsourcing, Global Talent Management, Contingent Workforce Management, Talent Management Technology, Employer Branding, Employee Surveys and Organizational Effectiveness, Enterprise Workforce Management
- 4.) *Talent Acquisition* – Total workforce Acquisition, Optimizing Recruitment Operations, Employee and Alumni Referral, Executive Acquisition Strategies, Strategic Sourcing and Recruitment, Diversity Sourcing and Recruitment, College Recruitment, Recruitment Process Outsourcing, Assessment and Selection, Effective Hiring, Recruitment Advertising and Communications, Measuring of Hire
- 5.) *Talent Development* – Competencies for Top Talent, Creating a Diverse Workplace, Executive Mobility, Compensation and Incentives, Strategic Performance Systems, Emotional Intelligence and Human Capital, Integrated Learning & Performance, Mentorship Strategies, Knowledge Management, Talent Career Transition Management
- 6.) *Talent Leadership* – Next Generation Leadership Development, Comprehensive On-Boarding, Developing and Optimizing Talent, Engaging and Retaining Talent, Integrating Mergers & Acquisitions, Innovative Talent Solutions, Performance Management, The ROI in Talent and Talent Management, Human Capital Analytics, Succession and Advancement, Collaborative for Enterprise-wide Performance



**Business Vision**  
**Real-World Results**



**Emergency Services Operations and Technology** – Avistas professionals have been active in Enhanced 9-1-1, Public Safety communications and wireless technologies for several decades. Emphasis is on best utilization of resources to meet defined goals for performance and the Protection of the Public. We have extensive background in integrated communications via TCP/IP and multi-media digital communications.

Specific categories of Emergency Services Operations and Technology offered include the following:

- 1.) *E9-1-1 Systems* – Systems Optimization, Upgrade Planning and Management, RFP/RFQ Development, Procurement Management, CAD & Wireless Integration Planning & Management, Performance Analysis, Quality Assurance Planning and Management, Public Safety Systems Integration and Management
- 2.) *Next Generation 9-1-1* – Readiness Assessment and Gap Analysis, Upgrade Planning and Management, RFP/RFQ Development, Procurement Management, CAD & Wireless Integration Planning & Management, Network Integration Planning, Design and Implementation, Wireless IP & Project 25 Integration Planning and Implementation
- 3.) *Wireless Systems* – Microwave, Satellite, Municipal Wireless Mesh Analysis, 3G/4G Design and Implementation Management, Public Safety Wireless LAN Integration Planning & Implementation, Public Safety Radio Systems Integration Planning & Implementation
- 4.) *Computer Aided Dispatch Systems* – Planning, Design and Implementation, RFP/RFQ Development, Procurement Management, GIS Integration, Automatic Vehicle Location, Public Safety Wireless LAN Integration
- 5.) *Voice and Video via IP* – Communications Integration for Public Safety, Upgrade Planning and Implementation, Integration of Multi-media and Telematics Data into PSAPs, Communications Security, Digital Media Storage Planning and Implementation
- 6.) *Geographic Information Systems* – Planning and Data Reconciliation & Standardization, Integration and Implementation Management, RFP/RFQ Development, Procurement Management, Ongoing Management and Data Quality Planning and Implementation
- 7.) *Integrated Command & Control Systems* – Planning, Design, Procurement Documentation, Implementation Management, Event Management and Operations training of integrated command & control systems including real-time IP (and non IP) feeds from video, audio, electronic sensors, pressure sensors, emissions sensors, fluid sensors, biometrics and other critical input devices

Avistas can use these capabilities to tailor an engagement to meet your specific needs and assure that you have the knowledge to move forward at the completion of the engagement.



**Business Vision**  
**Real-World Results**



Contact: Bill Morgan  
214-544-0400  
GSASales@avistas.com

AVISTAS  
The Summit at Las Colinas  
545 E John Carpenter Fwy, Suite 300  
Irving, Texas 75062  
Tel: 214-544-0400  
Fax: 214-242-2311  
www.avistas.com