

To be the most valued & admired company by our customers

...is not just our mission— it is what drives us. We pair out-of-the box thinking with our commitment to process improvement to deliver **super high quality** solutions to our customers. As technology advances and legislation changes, our clients, seek increased efficiency and effectiveness across the enterprise for their mission-critical applications. We have successfully delivered just that and more:

1

Enterprise Re-Design

Our federal client looked to us for a full scale enterprise re-design that would migrate 20+ applications from various Oracle Solaris operating system (OS) versions to a single uniform OS platform. Working directly with Oracle, our team performed end-to-end enterprise planning and analysis for the OS upgrade and data transfer. The first finding- that our client did not utilize a test bed for systems deployment- set into motion the build of a test environment and the implementation of best practices policies and procedures moving forward. As a result, we were able to:



- **Upgrade** 70 out of 120 business applications as part of the final migration
- **Streamline** the migration process of the entire stack of Oracle products including 120 Java business applications and 16 huge application databases
- **Successfully deliver**, with zero error, over 32 terabytes of data to an up-to-date Solaris OS platform in the allotted 4 day time allowed to disrupt service for 37,000 enterprise-wide users
- **Delight** our customer, giving the Agency increased confidence in Ventech and a simplified, highly reliable, easy to manage set of mission-critical applications

☀ **Complete in 4 Days!**

2

Call Center Transformation



Our federal customer sought to improve their call center and help desk operations. We performed an end-to-end assessment focusing on people, processes and tools in order to transform a compartmentalized help desk into a functional customer centric contact center by:

- **Restructuring** the physical office by building a modern, employee-friendly, collaborative work environment and staff café lounge
- **Implementing** a training/rewards pilot program for employee motivation and continuous improvement
- **Identifying** As-Is processes and measuring outputs then mapping out To-Be processes based on desired results
- **Deploying** a fail-safe cloud-based telephony solution that supports increased call volume processing capability to helpdesk agents, call queue visibility, load balancing proficiency to supervisors and managers and gives our client a real-time dashboard view of day-to-day operational activities and statistics

☀ **Reduce Customer Wait Times by 80%!**

3

Vendor Portal Enhancements

Our commercial customer set out to implement a commercial off the shelf (COTS) financial application in support of external vendors, but regulatory guidelines created several restraints, and alternative solutions were inadequate. Our client looked to us develop a secure custom portal that was both compliant with government regulations and vendor requirements. The Ventech team:

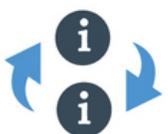


- **Developed** a user-friendly custom application with enhanced functionality, including that regarding sensitive data, in comparison to the COTS solution
- **Configured** the system to be highly supportive of vendors, including dashboards, advanced search and filter tools
- **Empowered** users by creating mutual party views of data for increased effectiveness and efficiency

☀ **Data Security & IRS Compliance!**

4

Modernize & Consolidate



Our commercial client looked to Ventech to modernize and consolidate 6 disparate business-critical applications to streamline daily operations for internal and external employees. After a full scale analysis and software development life cycle (SDLC) we successfully:

- **Delivered** a single, comprehensive enterprise application
- **Implemented** key business process improvements and application integration
- **Combated** difficulties for field employees in rural areas with limited internet access by developing a Windows

☀ **Enterprise True Sync!**