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Business Summary

Grace Federal Solutions is a professional services company that provides healthcare and information technology consulting solutions and services to government agencies, healthcare organizations, and universities. A recognized leader in healthcare and digital transformation focused on delivering projects and services that include a wide range of strategies.

Differentiators

GRACE has a mission-focused team that delivers the right skills, training, and desire to dig in, figure it out and work until the project is successfully completed. Please visit our website to learn more about GRACE and its President/CEO and management Team.

Recognition

- *Forbes* Magazine success story on Women-Owned Small Business
- Member of the highly-selective Women Presidents' Organization
- Over six decades of combined healthcare expertise
- Over three decades of combined IT and Technology expertise
- Member of the Raleigh Chamber of Commerce Advisory Board
- Member of the VA Woman-Owned Small Business Cohort
- Premier sponsor of NCMBC Medical, Biomedical and Biodefense
- Member of the Management Council Board of Defense Alliance of North Carolina

Core Competencies

Grace Federal Solutions delivers the highest level of service in the areas of:

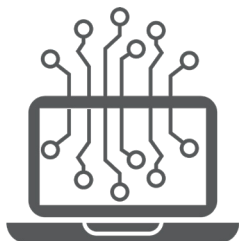
- Healthcare Professionals
- COVID-19 Contact Tracing
- Clinical Research Support
- Helpdesk Contact Center Management & Operations (see back for details)
- Program Management, Project Management & Technology Portfolio Management (Establishing and operating Enterprise PMO)
- Patient Revenue Management Support Services
- Operations & Administrative Support
- Data Capture & Records Management
- HIPAA/PII Communications & Messaging
- Full Lifecycle Talent Management
- Data Modernization & Digital Transformation (see back for details)

Past Performance

- State of North Carolina (Various Agencies)
- Duke University/Duke Health System
- UNC Healthcare System
- East Carolina University/Vidant Healthcare
- Federal Government (Various Agencies)

Certifications:

- Woman-Owned Small Business
- State of North Carolina Historically Underutilized Business
- Minority-Owned



**Information Technology
Support & Services**



Healthcare Services



Professional Services

Data Modernization

Data Strategy

- Defined plan identifying people, processes and technology needed to achieve organizational goals for data and analytics. Processes to ensure organizational data is of the highest quality. Technology to store, share and analyze data. Data needed to achieve organization goals and outcomes, data sources and data integrity
- Achieve business outcomes: data center/contracts/license expiration, integrate acquisitions, manage capacity needs, SW/HW upgrades/EOL, security threats & compliance
- Data Governance: processes and responsibilities for data quality, security and compliance
- Accelerate data-driven decision-making
- Deliver enhanced customer experience
- Manage Total Cost of Ownership (TCO)

Data Management

- Enterprise Data Architecture
- Data Warehouses/Marts
- Cloud Data Migrations: re-hosting, re-platforming, re-factoring, OSS & optimization
- Master Data Management

Data Analytics

- Data Visualization & Reporting
- Business Intelligence Tools
- AI and Predictive Analytics

NAICS

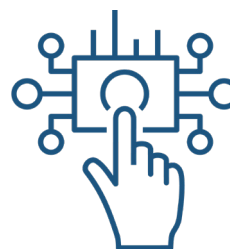
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Healthcare Technology



Digital Transformation



Data Modernization



IT Help Desk

Digital Transformation

Business Capability Modeling

- SWOT Analysis
- PESTEL Analysis
- Business Capabilities and Maturity Analysis
- Roadmap Development

Process Improvement

- DMAIC
- Six Sigma

Enterprise Architecture

- Designing for the future, simplification, flexibility and solution quality
- Architecting for the Digital Experience
- Business Architecture, Data Architecture, Application Architecture, Infrastructure Architecture
- Current-State vs Future-State Architecture Assessment
- Compliance and Security
- Emerging Technologies

Technology Evaluation and Selection

- Technology Landscape Analysis & Recommendations
- As-Is and To-Be Capability Map & Recommendations

Helpdesk Contact Center

- End-to-end call center management
- Support for public facing and organizations
- Training management, knowledge management and content development
- Strict adherence to SLAs and metrics
- Call Center Systems and Software implementation and configuration
- Workforce management and scheduling
- Call Center metrics reporting and analytics
- Program Management