

# Corporate Capabilities





# Corporate History

Founded in 1997, WOOD was created in response to a customer's request for a firm that could focus on process improvement and customer satisfaction. Margaret Wood, President/CEO wanted the principle behind the company to be not only quality of work, but quality of service. As a result of these two precepts, WOOD was awarded its first contract from the National Security Agency (NSA) in 1997.

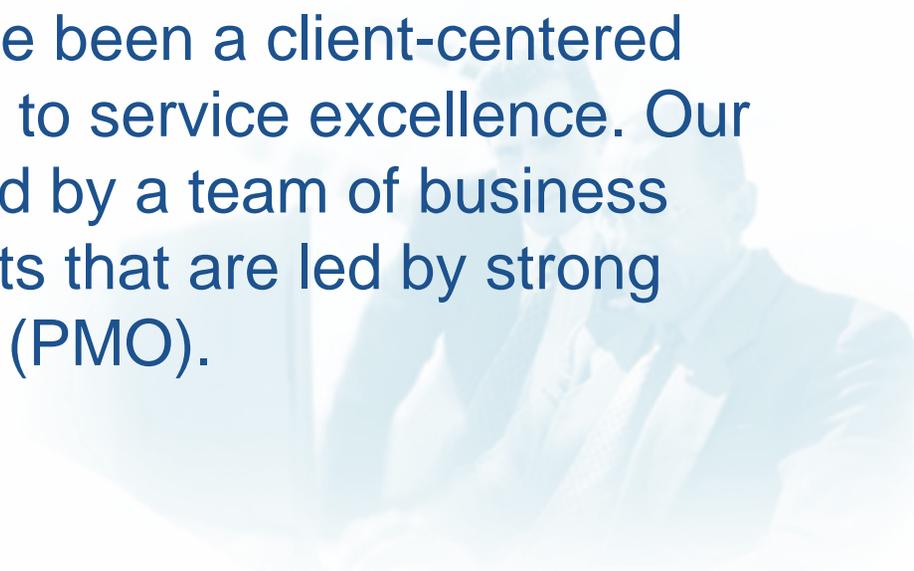
***Yesterday, Today and Tomorrow –  
Service Excellence is Our Mission!***



# Corporate Overview

WOOD is a professional services consulting firm that has emerged as a recognized leader in technical disciplines such as software engineering & business process improvement and training.

The keys to our success have been a client-centered approach and a commitment to service excellence. Our core service areas are staffed by a team of business analysts and technical experts that are led by strong program management office (PMO).





# Core Competencies

## System & Software Engineering

Software Engineering

System Engineering

Configuration Management

Quality Assurance

Testing

## Business Analysis

Technical Writing

Document Production

Program Management

## Training

Coordination

Customized User Training

Facilities





# Core Competencies

## Systems Operation & Management

Storage Area Networks

Network Engineering

Help Desk

## Information Security

Information Assurance

Contingency Planning

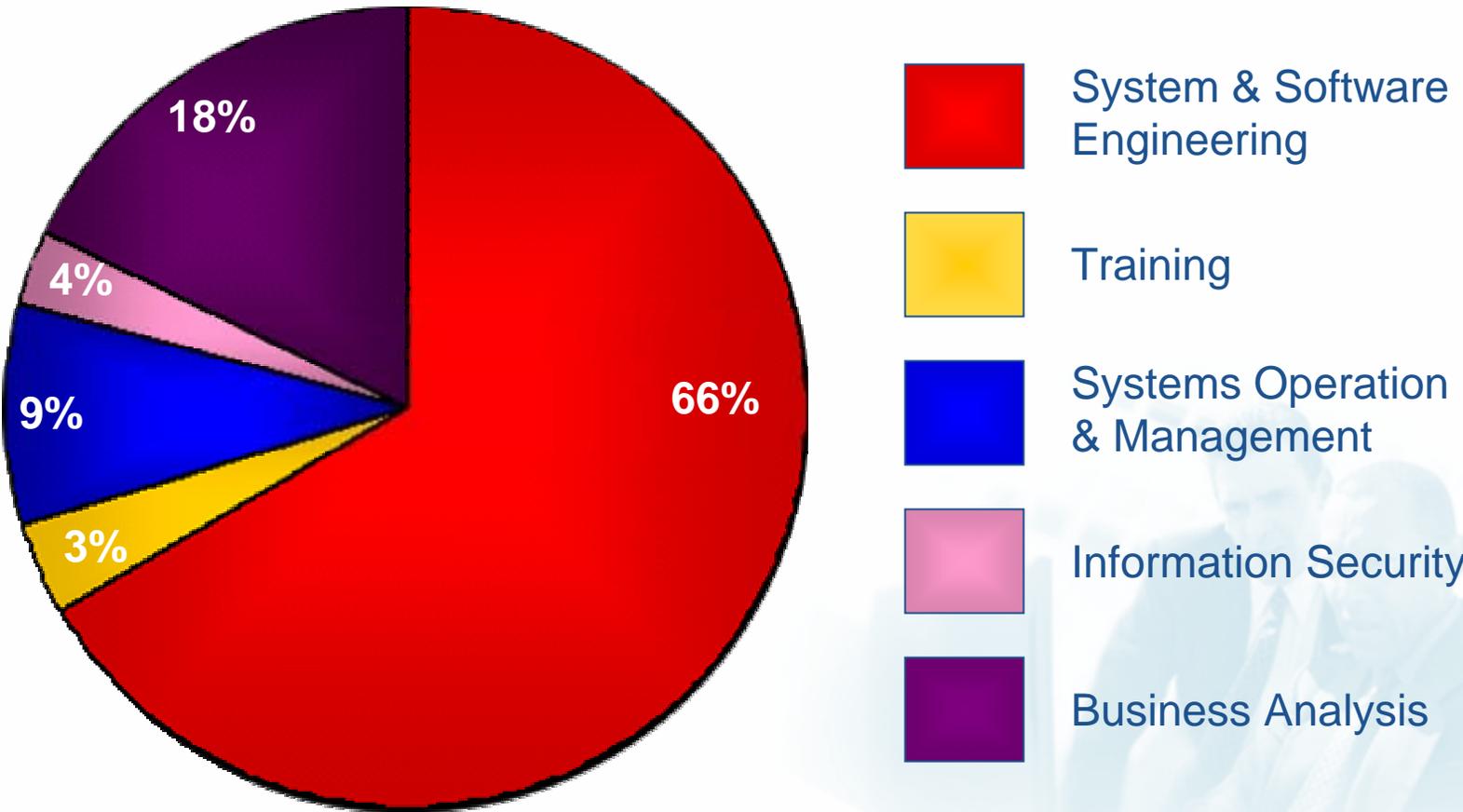
Security Architecture Design

System Certification and Accreditation (SCAP)





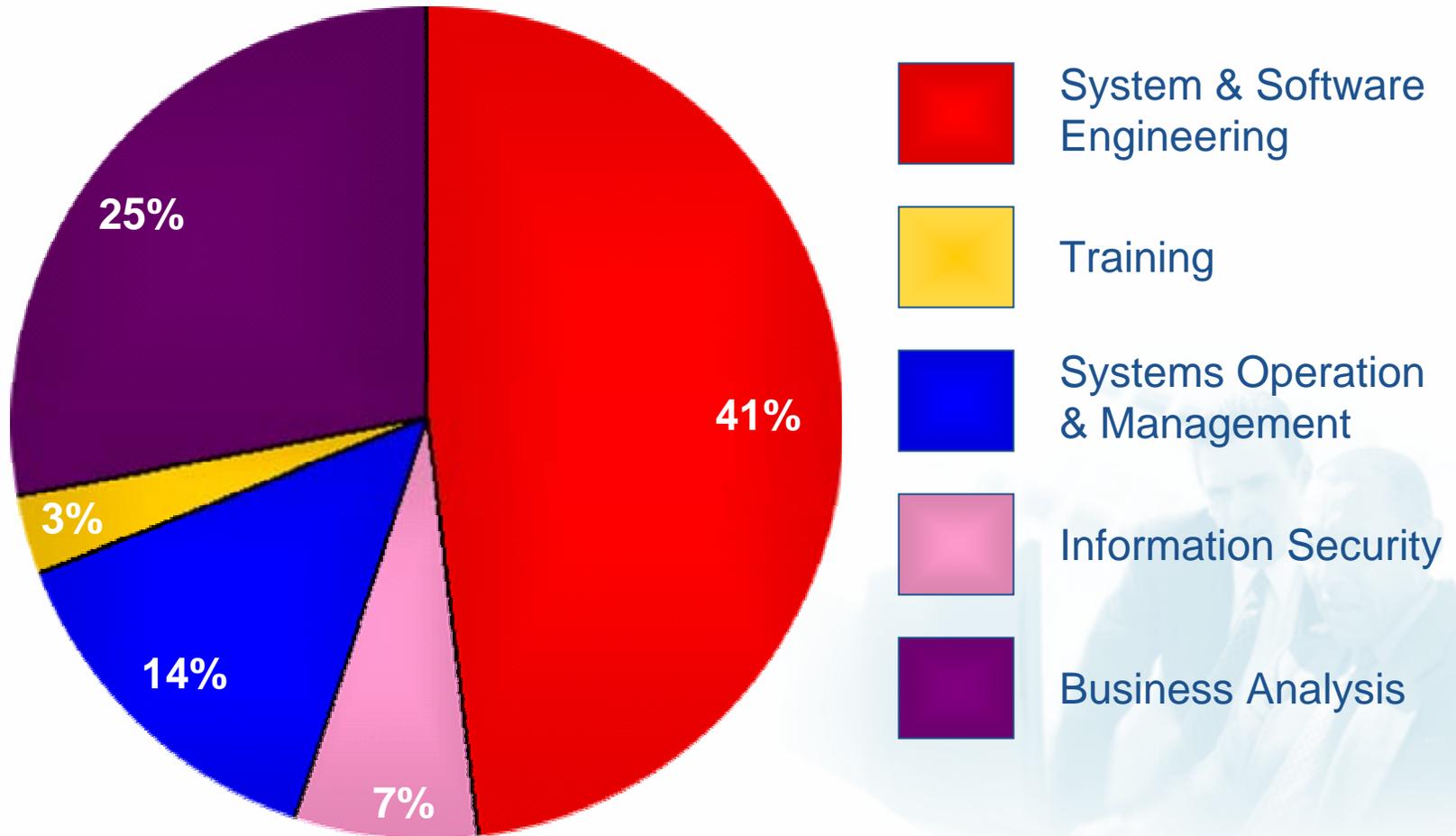
# Revenue by Functional Area



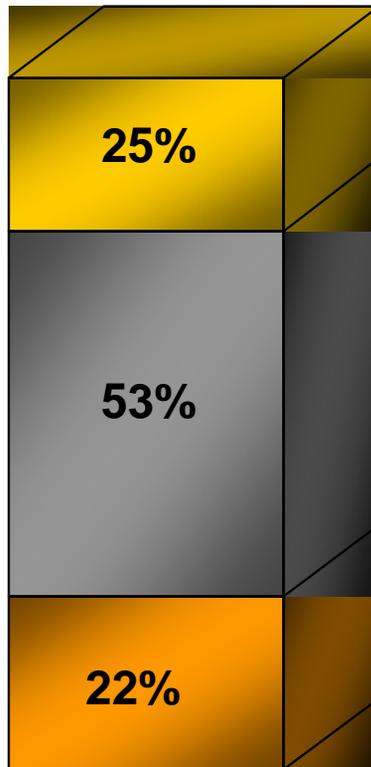
*\*Based on 2004 revenue.*



# Staff by Functional Area



# Staff by Education



Master's Degree



Bachelor's Degree



Associate's Degree or  
Technical Certifications





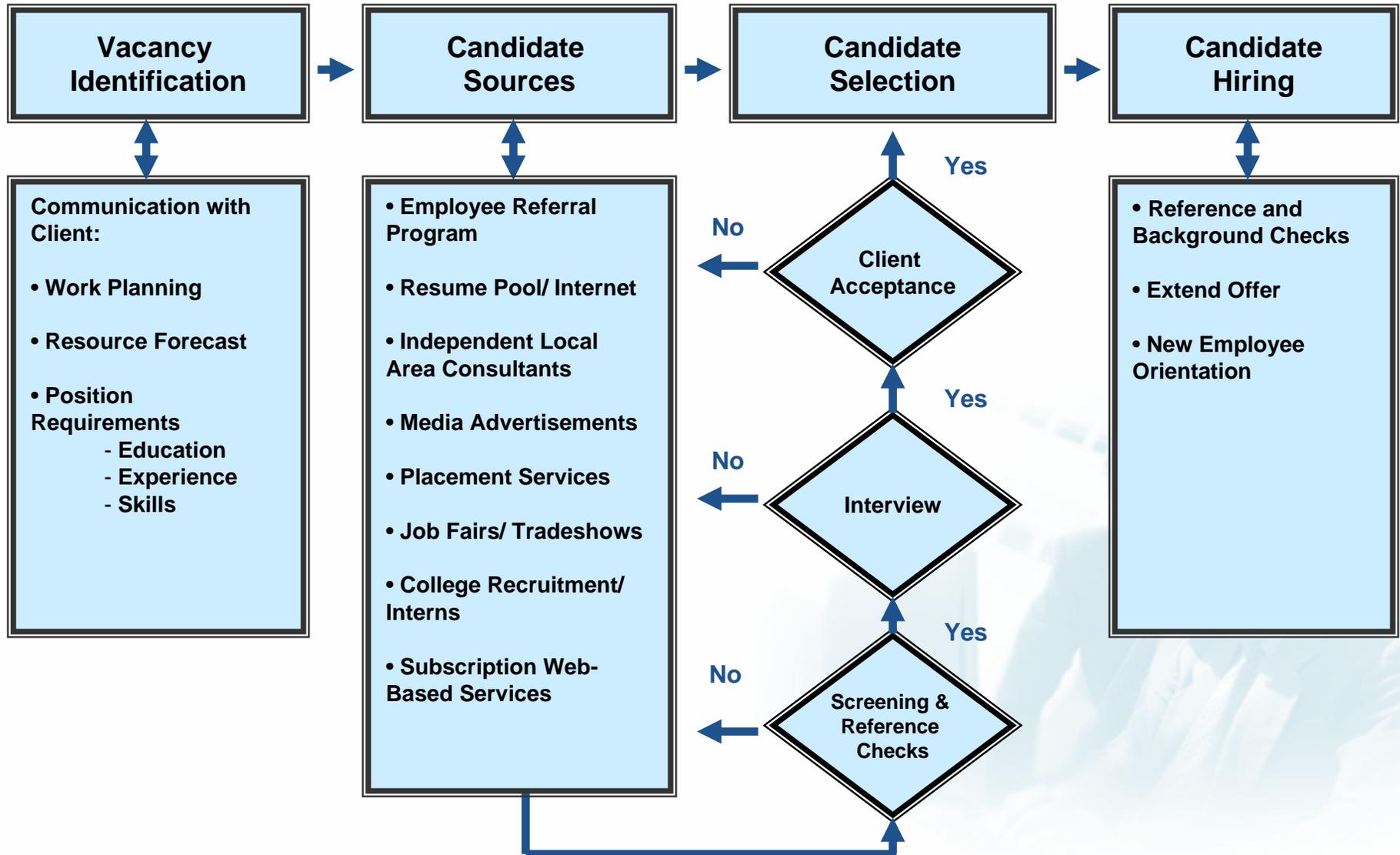
# Benefit Summary

WOOD provides a competitive benefits package that includes:

- Medical Insurance (HMO & POS Options)
- Dental Insurance
- 401K Plan with Company Match
- Bonus Plan
- Retirement/Profit Sharing Plan
- Tuition & Seminar Reimbursement
- Disability Insurance (STD & LTD)
- Employee Assistance Program
- Life & AD&D Insurance
- Paid Time Off (Vacation, Sick as well as Federal Holidays)



# Staffing Approach





# Employee Retention

- Competitive Salaries and Fringe Benefits
- On-site Training and Certification Facility
- Education Assistance
- Above & Beyond Awards and Customer Service Bonuses
- Emphasis on Career Development
- Challenging Employee Friendly Environment
- Technical Training and Refreshment
- Corporate Culture Fostering a Work/Family Balance



# Our Customers

WOOD is committed to customer service excellence and maintaining a client-centered culture that continuously yields results in meeting customer requirements on-time and on-budget.

WOOD is proud to list the following agencies as our growing roster of customers:

- National Security Agency
- U.S. Federal Aviation Administration
- U.S. Department of Housing & Urban Development
- U.S. General Services Administration
- Maryland Department of Transportation





# Our Partners

WOOD collaborates with large, global business partners such as major consulting firms, IT, and professional services firms. These strategic relationships have enhanced our capabilities and service depth. Together, we have implemented solutions that address the needs of our mutual customers.





# Past Performance

**CUSTOMER: NSA-MSI, MDA904-04-C-1403**



Evaluation Period: 01-OCT-04 to 28-FEB-05

Contract Value: \$2.8M

Ratings: (Excellent, Very Good, Satisfactory, Marginal, Unsatisfactory)

Overall . . . . .	Excellent
Cost . . . . .	Very Good
Schedule . . . . .	Very Good
Program Management . . . . .	Excellent
Business Relations . . . . .	Excellent



# Past Performance

**CUSTOMER: FAA-AFS, DTFAWA-03-F-10186**



Evaluation Period: 17-MAR-04 to 16-JUN-04

Contract Value: \$1.2M

Quarterly Contractor Assessment: 9 out of 10

*“The team does remarkably well especially with deadlines.  
Everyone is always very customer focused.”*

– Phyllis Duncan, COTR

- Staff Recognition from Robert A. Wright, Manager, General Aviation and Commercial Division – **Employee, Mr. Mark Gray (February 2005)**
- Staff Recognition from William O’Brien, Natural Resource Specialist – **Employees Ms. Teresa Courtney, Ms. Kathleen McKay & Mr. Mark Gray (October 2004)**



# Past Performance

## CUSTOMER: HUD-FHA, C-OPC-22624

Evaluation Period: 17-MAR-04 to 16-JUN-04

Contract Value: \$273,033

Ratings: (Outstanding, Excellent, Good, Fair, Poor)

Quality of Product or Service . . . . .	Excellent
Timeliness of Performance . . . . .	Excellent
Business Relations . . . . .	Excellent
Cost . . . . .	N/A





# Contact Us

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WOOD Consulting Services, Inc. (WOOD) is a diversified professional services firm headquartered in Greenbelt, Maryland. A **woman-owned, small disadvantaged business**, WOOD is certified through the U.S. Small Business Administration as an **8(a) firm through 2008**.