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# FILNET INC.

## CAPABILITIES STATEMENT

September 15, 2006

**Filnet**

- » Government IT Solutions
- » Analysis & Planning
- » Distance Learning
- » Data Analysis & Cleansing
- » Portal Development
- » Web Design and Web Development
- » IT Staff Augmentation

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SBA 8(a)



GSA

AWARD NO.  
GS-35F-0504P



## Company Overview

Filnet is an SBA 8(a) certified business that provides software development, web applications and web services for government agencies; educational institutions; and private sector enterprises. Filnet delivers full-lifecycle development and support, IT staff augmentation, enterprise consulting, web hosting and training services. Our proven methodology and a formal development model ensure that projects are built according to specifications and provide maximum value.

Every solution that we build is driven by your strategic objectives combined with industry best practices. Our services include business and technical analysis, graphic and user interface development, programming and web services, as well as specialized distance learning and government technology solutions.

## The Filnet Advantage

With Filnet you work smarter and achieve better results. We are your one stop shop for secure business and technology solutions. Filnet's value proposition lies in proven processes, procedures and methodology. Even more, our clients see an immediate return on investment (ROI) and stay with us because of our personalized and professional customer care.

For nearly a decade, Filnet has delivered superior technologies that make it easy for your audience to get what they want effortlessly. At the same time, we make your internal business processes easier to manage. As a result of Filnet's smart solutions, you can better deliver on the promises you make to your staff, customers or constituents.



Filnet is committed to securing your networks and online applications. From enterprise application development to e-commerce solutions, Filnet incorporates security best-practices and technologies throughout the lifecycle of every project to ensure safety. Although cyber terrorism and hacking are real concerns for nonprofits, government agencies and businesses everywhere, Filnet secure technologies will help you to focus on your competitive advantage and business goals rather than software and systems pitfalls.

In addition to secure technologies, quality assurance is crucial to the viability of any IT project. We have developed a consistent project development methodology and process as part of our effort to establish compliance with Capabilities Maturity Model (CMM) Level 2.

The Filnet process ensures that all phases of your project are precisely documented. This quality assurance procedure is built into your development plan. Additionally, there is a change management system that assures that modifications remain consistent with your project plan and provisions. In fact, our processes make sure that all requirements are approved by you. Establishing compliance with Capabilities Maturity Model (CMM) means reliability and superiority are built into every Filnet offering.

## Filnet's Value Proposition

Proven Methodology

Secure Technology

Immediate Return-on-Investment (ROI)

One-Stop IT Solutions

Professional Customer Care

# THE FILNET PROCESS

Filnet provides answers to all of your technology challenges, systems and software reconciliation questions, and enterprise evolutionary needs. Filnet is the new leader in providing worry-free, custom-fit solutions for businesses, associations and governments. Our customers stay with us because they know that they can time after time rely on us to help them overcome technical obstacles and achieve their business objectives. We understand your needs by going through a systematic approach to determine your strategic goals, making sound recommendations, designing a tailored solution and delivering winning results.



## **Project Discovery and Preliminary Requirements Gathering**

At the beginning of every project, Filnet embarks on a process of discovery and requirements gathering. Instead of a project checklist, our discover process is about listening to your requirements for success. Then we examine the wants and needs of your constituents and actively seek out their feedback. Filnet diligently works with you to ensure that your project meets your audience's expectations. We review your state of affairs and identify liabilities, vulnerabilities and strengths in the areas such as business processes, human resources, technology, architecture and applications.

## **Project Planning**

Filnet works with you to determine what is important to you and what your expected deliverables are. Your dedicated project manager develops a final project schedule that clearly outlines all milestones, dependencies and contingencies. Weekly reports will track the development progress, and budget as well as address special needs that are unique to your project. Our weekly reports are designed to assist you in knowing the status of hours and budget used to date. We will keep you abreast of all hours billed and remaining hours. Additionally, comprehensive Filnet reports show the current budget for specific tasks, phases and the overall project, so that you may give an accurate account to your enterprise leadership team.

## **Project and Software Specifications**

Filnet has developed a standard requirement-gathering process and template. All lifecycle requirements are captured and approved by you. For quality assurance, our change-management system is in place to address any modifications necessary to the completion of your project.

## **Risk and Issues Management**

When developing custom fit solutions, project 'hiccups' may arise from time to time. Your project manager will identify project risk points and develop contingencies should threats or vulnerabilities occur. In fact, your project manager will tell you when there is an identified risk and offer an appropriate solution in a timely manner. Additionally, Filnet will conduct regular project reviews that reconcile the development to the specific project requirements.

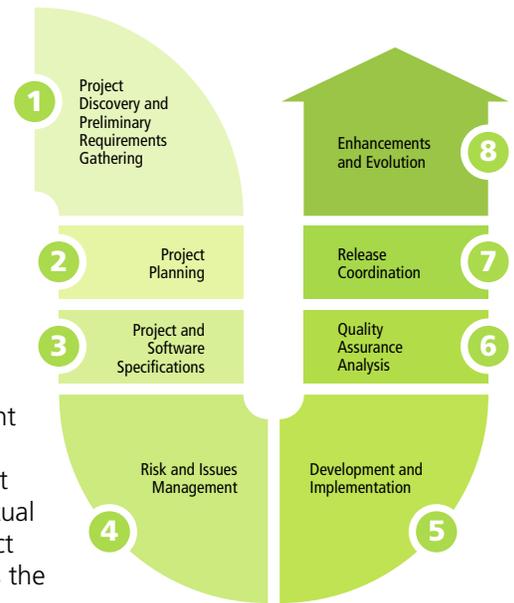
# THE FILNET PROCESS

## Development and Implementation

Filnet is here to ensure that your organization thrives and grows. Transforming your business objectives and technology needs into successful projects requires careful development and implementation.

Implementation success comes about by adhering to the original project scope, making project plan adjustments when necessary, being mindful of risks and vulnerabilities, testing for quality assurance, and tracking the project even beyond implementation.

Depending on the nature of your specific project, the development process may include integration planning; coding source control; tracking tasks; identifying and resolving risks; performing frequent project reviews; and conducting user acceptance tests prior to actual production releases. Our experience tells us that a winning project emerges only when we focus on your audience's needs as well as the full life-cycle of your project.



## Quality Assurance Analysis

You should expect quality assurance testing throughout the life of your project. Filnet assures quality and exceeds expectations. Filnet provides a proven documented testing and quality assurance (QA) process. Tracking projects, identifying and resolving risks and conducting frequent project reviews are hallmarks of Filnet's QA guarantee. Filnet works with you and your staff to develop a suitable client acceptance process. This process is documented and requires your signoff. Your project manager then reviews the scope of work with you to ensure that the project is launch-ready and that every element has been fulfilled. Even more, you or a member of your team is trained on how to manage the project, and left with complete reference documentation.

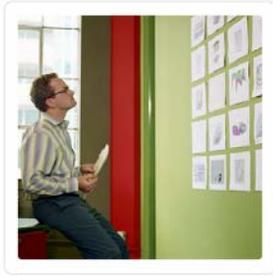
## Release Coordination

Filnet will coordinate pre-production releases, which include dry-runs prior to actual production releases, to identify any issues and problem areas. Following your acceptance, the application is released to production. Filnet supports the project and helps drive your constituents to the new services and information available. Then we track our combined achievements by declaring success only if your business objectives have been met or exceeded.

## Enhancements and Evolution

We track our achievements even after implementation. The true measure of success for Filnet is the number of long-term relationships maintained since our establishment in 1996. Few enterprise service providers in our category can claim an equal level of success. This is largely due to our ongoing focus on customer care, the full lifecycle of your project, and our desire to witness your immediate return on investment (ROI).

# SERVICES



Analysis and Planning

Project Management

User Interface  
Development

Graphic Design

Information Architecture

Translation Integration

Accessibility Compliance

Application Development

Systems Integration

Data Cleansing & Analysis

Database Administration

System Administration

Training Documentation

Web Hosting

Staff Augmentation

Consulting Services

## Services

Americans and people around the world are increasingly conducting business and sharing information over the Internet. Organizations of all sizes are taking advantage of this online boom by investing in web development services that offer convenient products and benefits to their constituents. For a nonprofit, Filnet can develop a website that allows its supporters to register online for conferences and become new members simultaneously. City residents and business owners use Filnet government web development services to register vehicles or renew business licenses respectively. Simply put, Filnet's web development services connect your enterprise to larger audiences. Using industry standard technologies such as .Net, Java, SOAP and PHP, Filnet offerings power your organization; increase revenue by making it easier to conduct business anytime/anywhere; promote efficiency by seamlessly sharing information regardless of applications; and reduce the amount time to transact business.

## Analysis and Planning

Your organization's technology must adapt to the changing needs of its staff and the people it serves. Filnet's analysis and planning services are comprehensive processes for evaluating your business; determining the information architecture of your website; testing and documentation to guarantee quality assurance; and executing resource and strategic planning.

A review of your business systems and objectives is crucial when choosing the best technology solutions to fit your mission and goals. Today's smart enterprises deploy business strategies to supercharge their business processes. Filnet evaluates a company's internal workflow management and customer needs. We then put in place tailor made applications and systems that offer an unprecedented level of control, and reliability.

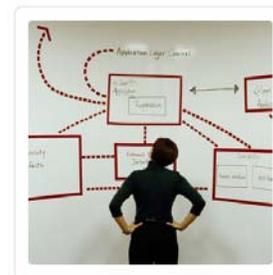
Filnet documents all processes, procedures and methodology for optimal quality assurance (QA). Filnet's repeated testing to assure that you get the best possible answers is the corner stone to providing worry-free offerings that address your business needs, and provide your enterprise with an immediate ROI. You can be sure that Filnet will meet your organization's expectations.

## Project Management

Filnet has developed a successful project management methodology. This process assures that projects are delivered on-time and within budget. Our project managers (PMs) are consummate professionals who deliver results that support your business and technology objectives. They understand your business and enterprise applications. Accordingly, our PMs strive to maintain progress and reduce the risk of technology failure.

Filnet PMs systematically plan, schedule and maintain progress reports of all activities throughout the lifecycle of a project. Depending on the nature of your project, other critical PM responsibilities may include:

- ▾ Performing cost and benefit analyses
- ▾ Managing resources
- ▾ Reviewing business systems and applications
- ▾ Preparing business plans and project documentation
- ▾ Performing project reviews
- ▾ Tracking compliance activities
- ▾ Performing project reviews
- ▾ Integrating standard processes and methodologies



In addition to general PM responsibilities, Filnet has procedures in place that encourage communication between you and the PM throughout the development cycle. As a result, you are kept up to date on project milestones and budget. Our PMs will lead your team to success.

## User Interface Development

The user interface is the visual part of a system with which your audience interacts. It is where first impressions are made and where usability counts the most. Filnet recognizes that as systems become more complex, design decisions have to be put in place to provide enhanced interactivity for your audience.

## Graphic Design

Design is critical to the success of your website. When developing web designs, Filnet focuses on usability, your target audience, overall goals and content. In order to produce your dream website, you must ask the right questions. For example, what are the essential tasks that users must complete on the site? How can visual design and navigation optimize the user experience, and help them achieve tasks? How will the site evolve? What is the best way to present information?

The answers to those questions lay in the user interface—the graphic program with which your audience interacts. Accordingly, an effective user interface must guide your audience through your website; help them learn and retain information; and entice them to return to your site frequently. In addition to user interface, the site may include animation, illustration and interactive features. Those elements may be used to complement, supplement or reinforce the user's online experience.

## Information Architecture

As your customer base becomes more technology savvy, they will demand or come to expect more “bells and whistles” from your website. Information architecture is crucial to the usability of a superior website. Filnet improves the way media and information are organized, accessed and shared on your website. Using data gathered from customer and staff feedback, Filnet will create a website that visitors can access easily and navigate quickly. Our tech experts will assure that your website is more efficient, operates worry-free and improves business transactions and processes.

# SERVICES



## Translation Integration

If your audience speaks various languages, it may become necessary for you to adapt technologies that allow your website to communicate to users in their native languages. Filnet translation integration services include machine translation as well as direct human translation. Using custom software, machine translation technology automatically converts your website text into useable and meaningful language for your target audiences. Direct human translation is available as needed and requires dedicated language specialists to supplement automated software translation services. Regardless of what translation combination service you choose, Filnet has custom-fit offerings that speak to your diverse audiences, and allow them to easily take advantage of your online resources, services or products.

## Accessibility (508 Compliance)

Section 508 of the *Rehabilitation Act* requires Federal agencies to make IT and electronic services accessible to people living with disabilities. Filnet offers technologies that will help Federal government agencies eliminate barriers that exclude disabled persons, and stay in compliance with Section 508.

## Application Development

Filnet develops applications and software on virtually any platform and with any leading programming or scripting language. Our independent approach to software development means that we are flexible and let your unique requirements and business objectives dictate how we build your applications. Our solutions are built using our proven methodology and CMM-based development process ensuring that projects are engineered to your specification. Built according to industry best practices, all Filnet offerings are secure, reliable and evolve with technology. Please refer to page 8 for a listing of Filnet's technical competencies.

## Systems Integration

As organizations evolve, so do their technology needs. If your enterprise is like most organizations, you have various business systems and applications that were built to perform specific tasks. Often times, accessing data across systems and applications is cumbersome.

Filnet's systems integration offerings allow you to access data and perform business tasks enterprise-wide with ease. For example, Filnet can seamlessly integrated customer relationship management (CRM) software into your organizations current enterprise network; provide search engine enhancements for your content management systems (CMS); provide reconciliation engine technologies to integrate data from local and foreign network sources; and more.

Whatever your requirement, our team of experts will find the right technology for your unique integration needs. Filnet will find and provide a solution that adapts to changing technology which will simplify your business processes and free-up time for your staff to do more critical work.

## Data Cleansing & Analysis

Filnet has developed a set of services to help organizations improve the quality of their data and to manage it throughout the enterprise. Our partnership with Trillium Software® allows us to provide data cleansing and data integrity services. Our analysts work with data integrity solutions to evaluate client data, searching it for errors, inconsistencies and incomplete records. Once these tasks are complete, our expert analysts work with our clients to clean and interpret this new data.



Filnet also provides development services to construct applications and systems to collect and manage data. From real time data entry validation, to web services that collect data in multiple formats to data warehousing, our development teams build solutions that allow your organization to transform critical data into improved processes and services.

## Database Administration

Databases are the heart of most information systems and require professional management in order to maximize the investment in the system. Our certified database administrators (DBAs) provide expert management in developing and running your system. Our experts ensure that your data management needs are being met and that the integrity and value of your data is maximized.

## System Administration

Our system administrators proactively manage your systems once they are released into production. This includes all planning, maintenance and enhancements and ensuring that all SLA standards are met. Additional services consist of server management, security patch and update management, performance testing and bug/problem resolution.

## Training and Documentation

Filnet provides system training once an application or system is completed and ready for deployment. Our training includes all necessary documentation for both administrators and users. We conduct end-user and specialized training so that you can always manage your system with in-house staff.

## Web Hosting

Your organization's website needs a home. In an age of cyber-terrorism and online fraud, it is crucial that you choose a secure vendor to host your critical information. Filnet can host your website, and power your organization with e-commerce, a dynamic website and protect online transactions with our secure technologies that give your constituents, members or customers peace of mind when doing business over the Internet. Regardless of your enterprise size or mission, Filnet offers budget-friendly, web hosting solutions that meet your special needs.

# SERVICES

## Staff Augmentation and Consulting Services

Filnet provides expert consultants to support our client's staff augmentation needs. From programmers to project manager to database administrators (DBAs), our consultants are available for assignments at your headquarters or field offices. Filnet experts include:

- ▾ Accessibility Experts
- ▾ Application Developers
- ▾ Business Analysts
- ▾ Configuration Managers
- ▾ Content Editors
- ▾ Content Specialists
- ▾ Creative Directors Information Architects
- ▾ Programmers
- ▾ Project Managers
- ▾ QA Analysts
- ▾ Security Analysts
- ▾ Systems Administrators
- ▾ System Analysts
- ▾ Trainers
- ▾ Usability Analysts
- ▾ User Experience Interface Designers
- ▾ Web Developers
- ▾ Web Designers
- ▾ Webmasters
- ▾ Database Administrators
- ▾ Documentation
- ▾ Specialists
- ▾ Educational CDROM Developers
- ▾ Flash/Director Developers
- ▾ Graphic Artists

Filnet offers three consulting solutions to fit your unique staff augmentations needs.

### Contract to Hire

Finding the perfect IT professional can be difficult. Choosing Filnet's Contract to Hire service gives you the opportunity to evaluate a candidate's performance in your workplace while making progress on the projects your organization needs to complete. Filnet pre-screens each candidate based upon your needs.

### IT Staff Augmentation

Filnet's IT Staff Augmentation service allows you to staff up or down to reflect your current or projected technology needs. This cost effective approach eliminates long-term hiring costs and helps you deliver on-budget results.

### Permanent Placement

The demand for high caliber full-time IT professionals remains high. Evaluating the large volume of candidates who send you resumes is often daunting and can be haphazard. Filnet can identify, qualify, and pre-screen candidates before you meet with them. This ensures that the time you spend recruiting is spent with top-notch candidates capable of doing the job.



Filnet can make technology work for you. Our tech experts are well-versed in multiple programming languages, databases and applications. Even more, we are experienced professionals who work with a variety of platforms and cross-platform environments. Filnet knows and understands what you require to meet and exceed your business and technology objectives.

The technological know-how of Filnet provides you with solutions to challenges that seem insurmountable. Our experts are available for assignments at your headquarters or field offices. Filnet offers you:

- ▾ Best-in-breed software and web applications
- ▾ Rapid development on any platform or in any programming or scripting languages
- ▾ Knowledge and integration experience with third-party components and commercial off the self (COTS) applications



# DOING BUSINESS WITH FILNET

## GSA Schedule



We are on a GSA schedule for your convenience and peace of mind. The services Filnet provides under the GSA schedule include IT systems development services, IT systems analysis services, automated information systems design and integration services, programming service, and IT data conversion services. Tapping into our GSA schedule of services means you save time, reduce paperwork, receive high quality at reasonable prices, and get on time assistance.

## SBA 8 (a) Certification

**SBA 8(a)** The Filnet participates in the Small Business Administration (SBA) 8 (a) business development program. The program, designed to assist small and disadvantaged (i.e., woman or minority-owned) businesses compete with larger and more established enterprises in the federal procurement market place, reinforces our commitment to provide you with high quality service and competitive pricing for federal government agencies and programs.

## Virginia Department of Minority Business Enterprise (VDMBE)

In addition to participating in the SBA 8(a) federal program, Filnet is a certified Virginia Department of Minority Business Enterprise (VDMBE) company. This certification allows Filnet to provide superior IT business service that meets the needs of Commonwealth agencies.

## D&B ® D-U-N-S® Number

Many enterprises and government agencies require their vendors and contractors to have a D&B ® D-U-N-S® number. This unique nine-digit numeral allows you to gain valuable information about the services of Filnet and 92 million other organizations worldwide. For your convenience, Filnet's DUNS number is 04-442-0474.

## COMMITTS NexGen



Filnet is a member of the Alphainsight's Commerce Information Technology Solutions Next Generation (COMMITTS NexGen) Team. COMMITTS NexGen is a small-business, government-wide acquisition contract (GWAC) designed to provide an easy acquisition vehicle to all Federal government agencies for buying a wide range of IT solutions.



Filnet's clients include public and private sector organizations ranging from educational institutions to professional associations. Each of the clients listed here required a unique solution using the Filnet approach and custom IT services.



## Government

- ▾ Washington D.C. Government
  - ▾ D.C. Board of Elections and Ethics
  - ▾ D.C. Office of the Chief Technology Officer
  - ▾ D.C. Public Library
  - ▾ D.C. Consumer and Regulatory Affairs
  - ▾ D.C. Department of Health
  - ▾ D.C. Department of Transportation
  - ▾ D.C. Emergency Management Agency
  - ▾ And over 23 other D.C. government agencies
- ▾ Virginia Department of Education
- ▾ Virginia Department of Health

## Associations

- ▾ Academy for Educational Development
- ▾ Walter Kaitz Foundation
- ▾ Winchester-Frederick County (VA) Convention & Visitors Bureau
- ▾ National League of Cities
- ▾ National Federation of Filipino American Associations
- ▾ SOC Enterprises
- ▾ U.S. Dairy Export Council
- ▾ Philippine American Chamber of Commerce

## Businesses

- ▾ Discovery Education
- ▾ APCO Worldwide
- ▾ Kodak Polychrome Graphics
- ▾ BuildingLink.com
- ▾ Errand Solutions, LLC
- ▾ Intellectual Property Technology Exchange
- ▾ International Space Brokers
- ▾ Keane Consulting Group
- ▾ Planet Group, LLC
- ▾ YouthSports.com
- ▾ IATravel
- ▾ LeadVantage
- ▾ Peak Technology Inc
- ▾ Razavi Application Developers, Inc.
- ▾ Transmedical Corporation
- ▾ Utila Dive Centre

## Educational Institutions

- ▾ Goethe Institute
- ▾ Old Dominion University
- ▾ Prince William Network
- ▾ Prince William County Public Schools
- ▾ Virginia Commonwealth University

# CASE HISTORIES

## District of Columbia Government

Filnet played a key role in developing two revisions of the District of Columbia (D.C.) government web portal including site design, implementation and systems integration. As a result of Filnet's expertise, the District's web portal (dc.gov) offers direct access to citizen services, business services and government information. In addition to the user interface development, Filnet built custom content management tools to improve efficiency, reduce operational costs and expand online services through smart technology. Today's dc.gov is the largest municipal website in the world. Overall, Filnet has provided web development services to 30 D.C. government agencies.



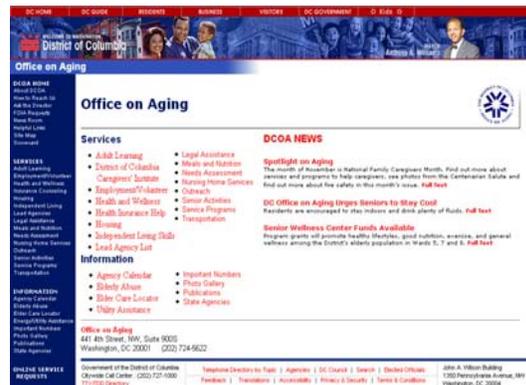
## Prince William Network

Prince William Network (PWNet), the distance learning arm of Prince William County Public Schools (Virginia), delivers high quality e-learning experiences and services to its audience of teachers, administrators and students throughout Virginia. Filnet provided the overall strategy for PWNet's distance learning offerings, and delivered the right technologies to meet school district's needs. Since 1996, Filnet has built robust infrastructures for PWNet to serve as the gateway to various innovative course offerings and multimedia experiences for students and teachers. As a result, PWNet programs became more popular and increased in communications and interactivity among its users. Filnet's e-learning solutions raised the overall value of PWNet programs.



## HSMP

Drawing on its proven government expertise in technical analysis, application design and intimate knowledge of the DC Office of the Chief Technology Officer (OCTO) standards and specifications, Filnet is currently providing quality IT services for the Human Services Modernization Program (HSMP). HSMP is an initiative to upgrade the technology infrastructure and services of the Nation's Capital. In the DC Office on Aging (DCOA), Filnet is providing technical analyses to modernize services that advance that agency's mission to develop and carry out a comprehensive and coordinated system of health, education, employment, and social services for the elderly. Filnet is also supplying web portal development services for the District's Simplified Preliminary Eligibility/Single Point of Entry (SPE) system—another HSMP project. SPE is a web-based application that provides eligibility determination for a variety of social service programs available to over 500,000 residents.



# AWARDS

Some companies claim excellence. Filnet commands it. Our proven methodology, a formal development model and stellar client relationships have led to our continued growth and industry accolades. Here are a few of our noteworthy achievements as bestowed by leading authorities on business and technology.

- ▾ AEP Distinguished Achievement Award for Best Science Website (2005)
- ▾ AEP Beacon Award Finalist for Web and Marketing (2005)
- ▾ NASCIO Recognition Awards - Innovative Use of Technology
- ▾ Best of the Web Awards (2003, 2004, 2005)
- ▾ Deloitte Technology Fast 500
- ▾ Deloitte Technology Fast 50 Virginia
- ▾ IABC (Washington, D.C.) Silver Inkwell Award
- ▾ Top 20 Fastest-Growing D.C. Metro Interactive Web Design Firms
- ▾ Diversity 100



# CONTACT US

For additional information about Filnet, including its products and services or to request a no obligation consultation, visit us on the web at [www.filnetinc.com](http://www.filnetinc.com). You may also contact Filnet at the telephone numbers and e-mail addresses below. Contact us to make Filnet work for you.

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