

# Capability Statement

Experts in Data Services, Enterprise Content Management & ERP Implementation

## Core Competencies

HIT Support for Integrated Care Program - Illinois

### Enterprise Content Management

- Business Process **Automation/Workflow** Development
- **Document Access & Management Software** Implementation & **Upgrade Support** (IBM/FileNet Partner)
- Data Automation/**Imaging/Scanning/Indexing**
- Records Management/**Document Storage Support**

### Enterprise Data Services

- **Data Architecture Planning, Modeling & Reporting**
- **SAP/Business Objects Partner**
- **Database Administration & Support**
- **Database Monitoring, Backup & Recovery**
- **ERP Implementation**

### Enterprise Infrastructure Management

- **Helpdesk Operations & Support**
- **Performance & Systems Monitoring**
- **Wireless Network Security & Compliance**
- **Business Continuity/Disaster Recovery Planning**
- **Systems Administration (MCSE and other certifications)**

### "Beyond Technology" Services

- **User Adoption/Training** (Technical & Non-Technical for **ERP product suites**)
- Organization Development/**Change Management**

## Past Performance:

### Enterprise Data Services

**Noridian Administrative Services.** Provided full service consulting for the **analysis, development, testing** for a new **Medicare Part A, Part B, and DME Data Warehouse** used for managing the **Claims Processing** for the **U.S. Department of Health & Human Service Centers for Medicare & Medicaid Services.**

**Bankers Life & Casualty Company.** Full life cycle development and implementation of a **HIPAA and SOX-compliant** data warehouse for a **life and health insurance** company to measure **Customer Service level 1 and level 2** contact events between customers, field agents, call center and home office personnel. **Durations of service** events as well as **reasons and dispositions of service events** are tracked.

**Illinois Department of Revenue.** Provided full service consulting for the analysis, development, testing and implementation for a new **ERP Commercial off the Shelf Software (COTS)** used for managing the tax data for the Department of Revenue.

### Electronic Content Management (FileNet)

**CNA Insurance.** Completed a **FileNet** migration project to coordinate, plan and execute the migration of 20+ million pages from **FileNet Image Services** platform to **FileNet P8 (Panagon) 3.5.x.** Responsibilities also included **coordinating with external IBM technicians** to setup and execute multiple IBM tools for the migration of content and its related metadata, while interfacing with existing corporate ECM architecture and **customizations.**

### Enterprise Infrastructure Management

**Illinois Department of Children and Family Services.** Provided tier 1, 2 and 3 level **technical support, system administration and monitoring** for a variety of **Microsoft based** systems and platforms for the Department.

### "Beyond Technology" Services

**Illinois Department of Revenue.** Provided **technical and non-technical** training to **internal and external** users of the new **ERP** tax system. Performed training on best practices to **increase adoption** of the new system.

## Company Data:

### Arias Information Solutions LLC

Established in 2005  
Annual Sales Average \$7MM 2006-2009  
DUNS 55 647 4331

Tax ID 25 1915733



Veteran Owned Small Business  
SBA Small Business  
SBA 8(a) (Pending)  
BEP - Illinois

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ray.arias@ariasis.com

## Differentiators:

Our professionals are experienced, senior-level consultants chosen for their specific expertise to meet the project's requirements.

### Specialized Training:

- *Project Management: Planning, Scheduling and Control*
- *Quality Assurance*
- *Principles of Management*
- *Problem Solving and Decision Making*
- *Health Information Management*

### Certifications/Partnerships:

- *IBM/FileNet Certifications*
- *Microsoft (MCSE) Certifications*
- *Health Information Systems*
- *MIT Systems Dynamics*
- *Ralph Kimball*
- *SAP/BusinessObjects Certifications*

### Associations:

- TDWI Member (Global Data)
- Illinois Hispanic Chamber of Commerce
- Chicago Career Tech

### NAICS:

- 541511
- 541512
- 541513
- 541519
- 541611
- 518210
- 541330
- 541990
- 541618

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