



**Services and Expertise**

<b>Quality Management</b>	<b>System Development Support</b>
Quality Assurance	Business Process Modeling
Quality Control	Functional Requirements
ISO	System Analysis
<b>Business Process</b>	<b>Data Support Services</b>
BPO/BPR/BPI	Data Collection
Change Management	Data Analytics
Training	Reporting

**Capability Statement**

Founded in 2001, Vitality specializes in providing Business Transformation Support Services to government agencies and commercial businesses. Vitality provides measurable performance improvements to our clients through business process improvement, training, and technology. Our team has several decades of collective experience managing programs for various government customers.

**Customers**

ACS  
 Verizon  
 State of Maryland DHR  
 State of Maryland DJJ  
 Neustar  
 MAXIMUS  
 BAE Systems  
 Quality Biological Inc.  
 World Kitchen  
 Defense Logistics Agency

Vitality is committed to teaming with your organizations to solve problems with pragmatic and cost effective solutions.

Vitality LLC is an 8(a), SDB, HUB zone certified business with offices in Washington D.C. and Wheaton, Maryland.

**Business Information**

8(a) Certified (Expiration 7/2014)	GSA IT 70	CAGE Code 3DE49
SDB Certified	GSA MOBIS	Maryland Incubator Company
Hub Zone Certified	Navy Seaport-E	Top Maryland Diversified Business 2008

**Vitality LLC**

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**202-478-5293**

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**NAIC CODES**

541511 Customer Computer Programming Services  
 541611 Admin. Mgmt & General Mgmt Consulting Services  
 541512 Computer Systems Design Services  
 541519 Other Computer Related Services  
 518210 Data Processing, Hosting, and Related Services  
 541612 Human Resources & Executive Search Consulting Services  
 541614 Process, Physical Dist., & Logistics Consulting Svcs.  
 611430 Prof. & Mgmt. Dvlp Training



## Past/Current Performance Snapshots

*(More detail available upon request)*

### Defense Logistic Agency/BAE Systems

**Business Process Improvement** - As part of the BAE Systems team, Vitality supported a Business Process improvement Study with the Defense Energy Supply Center Facility (DESC-F). Vitality worked with DESC-F stakeholders to identify the scope, breadth, and input/outputs of each functional group's activities and derived high-level measurements and process improvement recommendations. We synthesized workshop findings into electronic process models and validated the models for accuracy. The completed study provided thirty-six recommended short-term actions that would reduce cost and increase the organization's efficiency, as well as, an overall business-process improvement approach.

### State of Maryland/ACS

**Program Management** - As a sub-contractor to ACS, Vitality provides the program management component of a \$50 million federal reimbursement program for the Maryland Department of Human Resources. Vitality's key responsibilities include oversight of the accuracy of the claims data submitted by contracted service providers. Vitality worked closely with agency managers, contracted service providers, and system claims processing to develop program performance benchmarks, design operational/executive reports, and analyze/validate report data to ensure program is operating at optimal proficiency.

### State of Maryland

**Quality Control Process Assessment** – Vitality independently reviewed the States current quality control process to ensure it adequately supported Federal rules and requirements for claiming under the Medicaid Rehabilitation Services Program. Vitality facilitated working sessions to document the as-is process and identified inefficiencies, areas of non-compliance, quality control risks, and improvement recommendations. Vitality is currently developing a automated quality control tool for the state to enhance the quality control process and is currently leading a team with the state to implement other recommended improvements.

### Verizon

**Data Support Services** - In support of Verizon's corporate wide effort to streamline its current order process, Vitality was brought in to develop the operational metrics needed to monitor the program's progress. Vitality worked closely with project managers, business representatives, and system developers to develop the metric requirements. Vitality designed the various operational and executive reports, as well as, collected, validated, and analyzed the report data. Vitality also facilitated the root cause analysis process, when trending information indicated a potential issue.

### State of Maryland/MAXIMUS

**Business Process Outsourcing** - As a sub-contractor to Maximus, Vitality processed Medicaid claims which led to over 40 million dollars in reimbursable claims for the State of Maryland. Vitality worked closely with agency staff, contract providers, and the MMIS team to ensure claims were submitted on schedule and in compliance with CMS requirements.

### NEUSTAR

**Quality Management** – Vitality was responsible for leading all process improvement projects within Neustar's Information Technology and Service (ITS) department and to prepare the department for ISO certification. Vitality worked closely with stakeholders and SMEs to define metrics, document the current process, develop improvement recommendations, and implement all ISO required improvements. Vitality efforts led to Neustar flagship product becoming ISO certified within one year.

### World Kitchen

**System Development Support** - Vitality supported the blueprint phase of the SAP upgrade by documenting the as-is process for Plant Maintenance, Inventory, Warehouse Management, Account Processing, Accounts Receivable, Order Management, and Planning/Purchasing processes. Subsequently, Vitality worked with the blueprint team to perform a gap analysis to identify and resolve possible process/implementation issues.