



*i4 Now Solutions, Inc.*

# i4 Now Solutions, Inc. (i4)

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An IT & Professional Service 8(a), HUBZone and SDB Firm

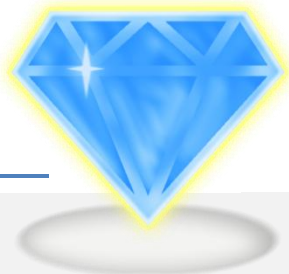
## Capability Brief

**Contact Info:**

**Bala Murthy, MS, MBA, ITIL, PMP, Adv-ITIL**  
**President, i4 Now Solutions**  
**703-585-7547 / 248-930-1792; [bala.murthy@i4now.com](mailto:bala.murthy@i4now.com)**

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# Company Snapshot



## Socio Economic Status

SBA 8(a), HUBZone & Small Disadvantage Business (SDB)

## NAICS Codes

511210	541512
518210	519120
519190	541219
541511	541513
541519	541611
541612	541613
541618	541620
541690	541990
561110	561320
561410	611420
611430	611691
611710	

## DUNS

830095340

## CAGE Code

5DUA9

## Highlights

Headquartered in Troy MI with offices in the Washington DC area, i4 Now is a certified 8(a), HUBZone, Small Disadvantaged Business (SDB) Federal Government service provider with extensive experience and knowledge in IT/Management/Professional/Personnel Support Services, Records/Document Management, Call Centers, Project/Program Management, Mobile Applications and Learning Management Solutions.

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## Why i4

i4 sets goals, achieves performance metrics, and works towards a unified goal of providing the highest quality Professional, Consulting and IT services. Our breadth of capability, ample resources, and solid past performance sets us apart as a small business frontrunner capable of providing innovation and management services to our clients.

## Certification

ITIL Foundation & Advanced ITIL Certified, PMP Certified, NYS DBE Work-in-progress: ISO 9000, CMMI Level 2/3, ISO 20000, ISO 27000

## Current Customers



# Our Principal



## **Bala N. Murthy** President MS, MBA, ITIL PMP, ITIL-IPAD

- An author-reviewer of the CMMI-A guide.
- Done pioneering work focused on PSP-TSP at Carnegie Mellon - SEI
- Has received numerous awards in IT, quality and leadership.
- Worked on a number of international humanitarian projects for which he has received national and international community leadership awards.

### Highlights

- Bala is a seasoned business leader specializing in business and IT solutions that solve business problems and exceed organizational objectives within the various multi-functional disciplines.
- Some of the projects Bala has led include the design and deployment of large-scale federated ID management solutions, portal content, document management solutions and large business process re-engineering programs.
- Bala has proven his technical capabilities by applying best practices within the IT infrastructure, application development and business transformation core competencies.
- Holds Top Secret Clearance.
- The solutions Bala has deployed have enabled effective communication and collaboration among partner stakeholders including consumers, business partners and other users within an extended enterprise.
- Worked with the Army stakeholders at Fort Belvoir, Pentagon and at the Army Materiel Command to launch one of the largest records management projects at the Army.

# Capabilities



## IT Services

- IT Program Management
- Software Development
- Ubiquitous Enterprise Computing
- Strategic Planning
- System Design & Integration
- SharePoint Services and Cyber Security

## Call Center

- Manage end to end customer service centers
- Handle Inbound & outbound Calls
- Provide Bilingual & translation services
- Onsite support
- Provide First call resolution
- Multi-channel features : 24X7 Live Chat, responses via email and social media (Facebook, Twitter)

# Capabilities



## Professional Services

- Project Management
- Print/Mail/Fulfillment
- Enterprise Contact Centers
- Enterprise Document & Content Management
- Data Analytics
- Earned Value Management
- Business Process Management
- HR Support Services
- Warehouse Operations

## Records Management

- Lifecycle management of records including:
  - identifying
  - classifying
  - storing
  - securing
  - retrieving
  - digitizing / imaging and archiving
  - tracking & destroying or permanently preserving records
- Data Intake
  - verify & process applications
  - contact customers via email, phone or mail
  - enter information in the database
  - prepare and analyze reports

# Capabilities



## Print Services

- High Volume client centric print/fulfillment & storage services
- i4 is fully equipped with :
  - multiple high volume color printers
  - high speed color scanners
  - large production folder inserter machine
  - postage meter
  - shrink wrap machine

## Mail Services

- Manage full cycle of mail processing from incoming to outgoing including:
  - pick up, sort, log, mail, distribute all incoming mail, verify addresses, apply postage and deliver mail to the appropriate departments

# Past Performance



**USDA**

## Highlights

- Provide performance-based contractual support to the SNAP Retail Project.
- Process retailer applications and communicate with customers via email, phone calls and letters
- Answer incoming and place outgoing calls via in house call center
- Mail, track and report retailer paper applications, returned mail and USDA retailer materials
- Prepare, scan and validate retailer files before uploading to USDA database
- Prepare shipment of USDA files for NARA
- Conduct in house mass mailing of more than 300,000 letters for USDA
- i4 has handled over 700,000 inbound/outbound calls, over 100,000 data intake & applications management, 1.5 million inbound/outbound mail.

# Past Performance



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## USPTO

### Highlights

- Designed and implemented a comprehensive process to assist USPTO in completing contract close out activities in a timely manner consistent with the Federal Acquisition Regulations (FAR), agency regulations, and respective USPTO guidelines.
- Managed the closeout process, utilizing quality checklist along with a well-designed Standardized Operating Procedures (SOPs) Monitor 8 USPTO public facing e-mail boxes
- Developed/ implemented efficient and effective processes to complete the closeout process



# Past Performance



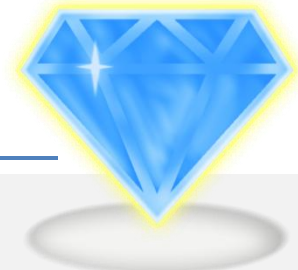
## SBA

### Highlights

- Strategically aligned to supporting SBA's infrastructure needs
- i4 Now Solutions provides IT Hardware and Software for the Small Business Administration (SBA).
- Conducting Industry Analysis on the best fit for IT Hardware and Software.
- Working with leading IT Hardware and Software vendors to find the best fit and optimized sourcing.
  - ✓ Ensure (defining the specs) that the Hardware is configurable and deployable.
  - ✓ Ensure that the Software is installable and ready for integration
- Procurement and delivery IT Hardware and Software to the SBA.
- Submit a report of status of availability of IT Hardware and Software providing transparency and visibility into the entire supply chain)



# Past Performance



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## USPTO

### Highlights

- i4 Now Solutions under sub-contract to K4 for U.S. Patent and Trademark Office (USPTO) manages the Trademark Intake Support Services.
- We simultaneously Manage and deliver service on multiple project elements in parallel while ensuring the highest levels of customer satisfaction.
- Our support includes responding to 20,000 information requests, cataloguing 336,000 applications, monitoring 8 USPTO public facing e-mail boxes, managing 12 databases, and processing more than 1.7 million formal external customer communications annually
- i4 manages and operates IT-enabled and -controlled mail processing, high-speed scanning, technology-focused IT infrastructure assets.
- i4's overall management approach for this contract is based on its ISO 9001 quality management system (QMS) and the included technical and management processes covering all aspects of performance
- i4 provides technology support for all technical issues within USPTO scanning lab, including desktop computers, scanners and networks. i4 also has developed, supports and provides configuration and data management for eight applications within USPTO

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# Past Performance



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**U.S.  
Army**

## Highlights

- i4 Now Solutions in partnership (and sub-contractor) to K4 Solutions developed and currently manages the U.S. Army PD ALTESS Web-enabled Document Management System (DMS).
- We scan and manage over 12,000,000 documents per year related to the Army Foreign Military Sales Program
- Use a secure channel to transfer data
- i4 has developed a number of applications to enhance the quality of the scanned documents before they are loaded into the database
  - De-skewing.
  - De-shading.
  - De-speckling and Streak Removal.
  - Line Removal.
  - Edge Enhancement.
  - Lighting/Darkening.
- For data quality assurance, i4 has developed software applications which use our built-in data capture quality programs
- The Quality Improvement tools are comprised of a mix of tasks and processes that include:
  - QIVerify.
  - QIMiner.
  - QISampler.
  - QIReferee.
  - Quality Performance Reporting.

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# Past Performance



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## U.S. Dept. Of State

### Highlights

- i4 Now Solutions under sub-contract to K4 Solutions, Inc. provides Passport and Visa Service to process U.S. tourists with business passports and foreign visas for the U.S. Department of State (DOS), Bureau of Educational and Cultural Affairs (ECA), Office of Citizen Exchanges (ECA/PE/C).
- Work directly with grantees to handle completion of forms, questions, incomplete paperwork, etc. while keeping ECA representatives informed of any problem, concerns or non-responding grantees within a forty-eight hour period
- Established, operate and maintain a computerized tracking system for U.S. Passports
- Provide grantees with fast, easy, and efficient services, helping them obtain U.S. Passports/Visa safely and securely to assure complete confidentiality of all U.S. passport applications with turn around time to as little as 1 week
  - ✓ Provide answers - SME relating to security policies & procedures - to all questions about U.S. Passport/Visa procedures and requirements in the new era of security.
  - ✓ Prepare all correspondence required for obtaining the U.S. Passport/Visa

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# Past Performance



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## PBGC

### Highlights

- i4 Now Solutions provided personnel competent in providing support services for Pension Benefit Guaranty Corporation (PBGC) staff in all aspects of FOIA and Privacy Act request processing. The responsibilities includes the following:
  - Locating and collecting requested records. - 7,000 FOIAs completed annually
  - Researching and evaluating material, and applying regulatory guideline and procedures - based on our SMEs capabilities
  - Electronically search various automated systems maintained by PBGC.- with direct access to the PBGC systems/applications
  - Submit a report outlining search findings and positions on any nondisclosable material, citing exemptions and providing specific rationale for non-disclosure of records.
  - Upon approval from the PBGC technical representative indicating the report is acceptable – working closely with the technical representative to draft a determination letter, using pre-set exemption language.

# Past Performance



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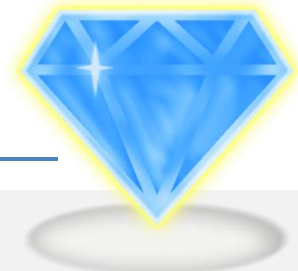


**US  
Dept. of  
Home-  
land  
Security  
(DHS)**

## Highlights

- i4 Now Solutions (under a subcontract to DSCI) will provide independent test, verification, and validation (IV&V) solutions to all components (agencies) within the Department of Homeland Security (DHS) ensuring that all IT products and services meet DHS standards, and are performing to defined design, cost, schedule and performance specifications /capabilities.
- Provide best practices, technologies, tools, and support to quality and operational assessments, integrations testing, and system test and evaluation, including certifications and accreditations (C&A), for IT system
- Provide independent verification and validation through the monitoring and evaluation of projects through activities such as, but not limited to, assessments, process and procedure audits, project and performance management, and systems analysis and design.
- Provide IV&V solutions to ensure that IT products and services meet DHS security standards. And are tested and evaluated in accordance with all Federal security requirements including
  - ✓ Defense Information Assurance Certification and Accreditation (DITSCAP)
  - ✓ National Information Assurance Certification and Accreditation (NIACAP)
  - ✓ National Industrial Security Program Operating Manual (NISPOM)
  - ✓ Department of Justice Directives (DOJ)
  - ✓ National Institute of Standards (NIST)

# Past Performance



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## State of Michigan

### Highlights

- i4 Now Solutions under a Prime Contract by the State of Michigan provides state agencies and local units of government the ability to contract for Business Process Review (BPR) / Post Merger Integration (PMI) and other related consulting services on a fast-track, as needed basis.
- Develop, analyze and implement PMI processes. Consult with the development of consolidated plans and implementation.
- Identify, capture and evaluate synergies. Evaluate value creation opportunities. Develop integration plans with a value added focus and hierarchy. Conduct business process reviews and provide recommendations for achieving process efficiencies.
- Evaluate Information Technology (IT) infrastructures, platforms and processes. Research best practices and approaches toward government business processes. Examine and recommend change management programs.
- Develop cost benefit analysis designed to provide a calculated Return On Investment (ROI). Conduct and participate in regular meetings as necessary. Compare the current State supply chain systems with best practices and strategies to determine opportunities for improvement and implementation appropriate to departmental policies and mandates.

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# Past Performance



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**VA**

## Highlights

- i4 Now Solutions under sub-contract to HIL for the US Department of Veterans Affairs (VA) provided standard operating procedures (SOPs) supporting the Service Level Agreement (SLA) lifecycle.
- Managed the SLA lifecycle
- Directs evaluation of requests for new or modified SLAs.
- Requests new or modification to an existing SLA for IT services to support ongoing business processes and functions.
- Supports the SLA implementation process by participating in the planning, testing, and post implementation validation
- Reviews metric reports as delivered and determines adherence to terms, exceptions, anomalies, or action plans.
- Reports ongoing service issues. Monitors service delivery through SLA defined reports. Provide information concerning existing or planned IT services used to support the program under evaluation



# Past Performance



PEARSON

## Highlights

- i4 Now Solutions in partnership with Excelsoft Technologies provides MyLabOn the Go App that will enable clients access to supplemental materials via a mobile device giving them the ability to study on the move.
- This helps Students to download the app directly to their device from the website, with the assets already preloaded.
- We have used SARAS – e-learning solutions framework. The product suite developed around it has successfully penetrated the international markets in corporations, universities and schools, publishers, e-learning portals and governments.
- The key attributes of SARAS are attractive Total Cost of Ownership (TCO), quick Return on Investment (ROI) and rapid deployment.
- We provide a comprehensive solution through consulting and IT Services addressing reliability, scalability, flexibility, business continuity and stability.
- A convergence of Technology, Content & Services enables us to provide world-class e-Learning services and solutions.

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## Why with us?

- ✓ i4 has strong capability and proven track record in Call Center, eLearning, IT Services, Records Document Management, ITIL , Project Program Management, Business Process Re-Engineering , eLearning, Mobile Applications, Lean Six Sigma, 3-D modeling, gaming, Infrastructure Services, CMMI, PMP, FISMA Compliance, FedRamp.
- ✓ Distinction of being a one-stop shop, providing services across the entire business value chain from Business and IT Consulting through Implementation, Platform & Support services
- ✓ Our high Quality Assurance process makes use of a Quality Assurance Surveillance Plan (QASP) and other federal processes resulting in faster, better, cheaper and smarter best value solutions to our federal clients.
- ✓ i4 Now has provided low cost, high value information technology, professional and managed services to the federal government.

**And, thank your entire team for their essential work on behalf of the SNAP initiative(s) and the millions of Americans who depend upon the assistance they receive through SNAP each month.**

***USDA Under Secretary Kevin Concannon***

**Thank you and your team for hosting us during our very informative visit to the center. It was a very worthwhile visit and a first for me to the operation.**

**USDA Under Secretary Kevin Concannon**

# Contact Information

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## **Bala Murthy**

President

[bala.murthy@i4now.com](mailto:bala.murthy@i4now.com)

## **Address:**

i4 Now Solutions,  
An IT & Professional Service 8(a), HUBZone and SDB Firm

2064 Oakwood Dr,  
Troy, MI 48085  
Ph: 248-930-1792

3100 S. Manchester St. # 718  
Falls Church, VA 22044  
Ph: 703-585-7547

[www.i4now.com](http://www.i4now.com)