



Training Capabilities Statement

CORPORATE BUSINESS OVERVIEW

EFN Enterprises is an African American owned small and disadvantaged Business. We are a leading Information Technology (IT) distributor with over 55 years experience in the Federal and Commercial space. As a company we focus exclusively on solving IT problems, Management consulting services and training within the Government, Aerospace, University, and Healthcare, Manufacturing, Automotive and Commercial marketplaces. Our business focus is IT solutions, 3rd Party Maintenance, Business Management Services, Professional Staffing, Corporate and Executive Training.

PROFESSIONAL SERVICE SOLUTION AREAS:

EFN Enterprises Professional Services brings proven best practices and award-winning technology to bear within our eight critical solution areas:

- | | |
|---------------------------------|--|
| • Human Resources | Help Desk Outsourcing Services |
| • Emergency Technical Support | IT Staffing |
| • Outsourcing | Training Services |
| • Case Management & Assessments | Software Development |
| • Project Management | Executive Consulting Services |
| • Feasibility Studies | Vocational Services |
| • Management Evaluation | Program Analysis Assessment |
| • Guidance and Counseling | Benchmarking and Baseline Comparisons to Standards |
| • Change Management | Strategic Planning |

PLACEMENT SERVICES

EFN can assist your organization in optimizing your Engineering, Analytical Processes, ERP, Data Base, Business Management and Business Intelligence requirements with the following staffing personnel:

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|----------------------------|-----------------------------------|
| • Financial Personnel | Auditing and Accounting Personnel |
| • Engineering Personnel | Data Base Personnel |
| • Administration Personnel | Scientific and Research Personnel |

OUR DATA BASE CORE COMPETENCIES

- **Sybase Products and Services**
 - o Enterprise Database Management Services including Sybase ASE and ASA performance and tuning, Replication Server, database upgrades and migrations, and managed services.
 - o Business Intelligence expertise in Sybase IQ, Sybase Analytic Appliance and associated ETL (IBM DataStage, IBM DataQuality, Informatica); and OLAP (MicroStrategy, Actuate, Business Objects and Cognos) technologies.
 - o Software Development and IT Staffing – Java, .NET and PowerBuilder
 - **Oracle Products and Services**
 - o Enterprise Database Management Services including Oracle performance and tuning, Replication Server, database upgrades and migrations, and managed services.
 - o Other Oracle Related Services

▪ Real Application Clusters	Real Application Testing	Active Data Guard
▪ In-Memory DB Cache	Partitioning	OLAP
▪ Data Mining	Advanced Security	Spatial
- **Analytics on Demand models include the following:**
 - o Capacity on demand; increase or decrease based upon your utilization
 - o Add users as needed, and only when needed
 - o Low cost monthly payments; no need to purchase expensive hardware and software

- o Test, evaluate and use as long as necessary; no long term commitments required
- o Dedicated servers to maintain the highest levels of data security, or shared servers with secure partitioning to lower your costs even more
- o Ultra-high performance enterprise-level data warehouse engine
- o Best of breed enterprise reporting and dashboards at your fingertips
- o Reporting and dashboard mentoring available

HELP DESK OUTSOURCING SERVICES

When you outsource IT help desk support to Contractor, your firm or organization benefits from our state-of-the-art IT resources and highly-qualified, experienced computer support technicians. With offices throughout the United States, our IT experts can respond to emergency IT support requests immediately, either in person or remotely.

For clients looking to benefit from fast technical support and superior outsourced help desk services, we offer emergency and non-emergency help desk support that includes:

- Online Trouble Ticket Entry
- 24/7 Phone Support
- Live Online Chat & Web-Based Support
- On-Site Visits
- Remote Support

TWO TYPES OF HELP DESK TECHNICAL SUPPORT:

Contractor provides outsourced help desk services for businesses in two ways:

1) 24 x 7 Dedicated Help Desk

Outsource your help desk support services with our dedicated, 24x7 option. Learn more by visiting our Tech Support Center or Help Desk.

2) Network Support Plans

Enjoy our superior help desk services as part of a comprehensive Contractor Network Support Plan. Each plan comes with our On-Demand Response Guarantee. If a technician is not on-site within four hours of your call, we'll credit you the cost of the visit.

The contractor must provide PW and DPMS with a wide range of IT services, primarily to personnel, including help desk support, database development & administration, web services, programming services, data analyst services, technical library services, data entry services, Oracle and Maximo database administration, and emergency support. The contractor must also provide application support and assistance for Geographical Information Systems (GIS) and Computer Aided Drafting (CAD) for the Army. Consequently, the contractor will be working with Standards for Facilities, Infrastructure, and Environment (SDSFIE) and Army Information Assurance (AIA) requirements.

BUSINESS MANAGEMENT CONSULTING SERVICES AND TRAINING

EFN is a leading provider of Business management Services and training in the commercial and Federal space delivering leading edge executive performance coaching and business effective consulting:

- Executive Coaching Professional with coaching experience in DOD, Federal Agencies as well as Sales and Customer Services Professionals.
- Certified Executive Coaches with over 30 years experience at the Senior Vice President Level as well as line managers and technical individual contributors.
- Broad range of team building, organizational effectiveness tools and change management strategies.
- Security Status-Debriefed April 2007
- Case Management and Assessment Experience

CAPABILITIES, SERVICES

- Myers Briggs Certified
- Transition Change Management with Federal and Civilian Agencies
- Executive coaching, leadership development and strategic plan to CEOs and Vice Presidents
- Exemplary Leadership Training
- Identify and Develop Team Strengths
- Negotiating Agreement and Commitment Training
- Presenting Ideas with Effective Oral Presentations

PRODUCT DELIVERY

- Virtual Leadership & Team Training
- New Manager Assimilation Training
- Customer Focus Audit & Satisfaction Training

DESCRIPTION OF CASE MANAGEMENT

a. CASE MANAGEMENT THEORY & PROCESS I

- i. This course is an intermediate course for the program and provides a comprehensive learning program for theory, structure and practice application of case management. The course utilizes a most authoritative textbook in the specialty of case management and presents all facets of the practice. You receive comprehensive education in the professional practice of case management including systems, reimbursements, legal issues, and professional practice issues. Students focus on case management as a care delivery system that is multidisciplinary with outcomes focused management. Students receive a comprehensive review of the theory, process and practice of case management. The utilization review process is presented as well as tool for its practice. Students also begin the study of reimbursement systems, including Medicare and Medicaid, managed care and commercial carriers. This is the first course in the study of the theory and process of case management.

b. CASE MANAGEMENT THEORY & PROCESS II

- i. This course is the second in the continuing education program. Concepts and theories in case management systems and models are presented, in this course as a continuation of study in CM 500. Students will study utilization management and its tools for assessment and decision making. Legal and ethical issues in case management practice are examined as well. Ethical issues and dilemmas are examined as they relate specifically to the practice of case management and the role of the case manager. This course also presents theory and models of the discharge planning process and its function within case management systems and models. The role of the discharge planner is examined. Students also study the entire case management system and role from assessment, planning, intervention and evaluation. Case management forms and tools are presented. Factors leading to success in the role of case manager are also studied. Case studies in case management are examined to assist the student in operationalizing the concepts learned in this course.

c. OUTCOMES MANAGEMENT

- i. This is an advanced case management course. The focus of this course is on Outcomes Management and its practice within case management systems. Students will study in-depth information on disease management, models of disease management and their development and implementation. A full process of disease management is presented. From here, students progress in their study to outcomes management. Participants will study the outcomes management process from beginning to end. The role of the case manager in outcomes management is developed as content is further presented. Tools for use in outcomes

management programs are presented with information on implementation for practice. Students then study the concept of an outcomes management program developed within case management systems and for the role of the case manager. A comprehensive presentation of designs, benchmarks, indicators and outcomes research is examined. Further focus is presented on developing outcomes management programs within case management systems.

d. QUALITY IMPROVEMENT IN CASE MANAGEMENT

- i. This is the fourth continuing education course in the case management program. This advanced course focuses on the concepts/theories of quality improvement and its place in case management systems. Participants study in-depth the entire quality improvement process, including many tools used for data collection and analysis. The role of the case manager in the quality improvement process is defined and examined. There is focus on the integration of quality improvement initiatives with models and systems of case management. Participants learn methodologies for the full development, implementation and evaluation needed to improve health care delivery within case management systems. Team development and implementation of team work groups is also examined. This course then provides an in-depth learning experience of issues related to complimentary health care and its modalities. An examination of the most common types of complimentary health care modalities are examined. Issues related to insurance, reimbursements, outcomes management and research are also examined.

e. MANAGED HEALTH CARE

- i. This is the fifth and last course in the case management continuing education program. This comprehensive course focuses on managed health care. The course provides participants with a comprehensive study of the history, development and implementation of managed health care systems. Students will study all facets of managed care, including structure, functions and implications for overall health care delivery. All models of managed care are reviewed. Participants will study legal issues as well as regulatory issues relevant to managed care and models of managed health care. Other issues presented include personnel issues, quality issues, evaluation of care models and systems and roles of health care professionals within managed health care models and systems. The insurance industry is examined and students will study all of the current reimbursement systems in place, including commercial and government funded and administered. This is an advanced course in the case management education program. Course content is of a more complex nature and requires learning of more complex materials.

PAST AND PRESENT PERFORMANCE

- Certified Silicon Graphics Executive Coach and Leadership Essentials Trainer
- Previous Strategic planning and consulting at Silicon Graphics, MIPS, Digital Equipment, ITM, Accelrys, Theravance and others. References can be made available upon request.
- HR Director for Federal & Commercial Sales in the US and Canada
- HR Leadership for Dancil-Jones and Associates (Federal Contractor-www.dja-inc.com)
- Coach HUD Deputy Director Level

PRODUCTS AND SERVICES

SGI, HP, SUN, IBM and Dell
HPC clusters and Visualization
Virtualization and Storage Consolidation Solutions
SAN, NAS, iSCSI Storage and Tape Backup Systems
Digital Asset Management
Content Management and Document Management

IT PROFESSIONAL SERVICES

Logistic Outsourcing
Data Base Management Solutions
Risk Management Solutions
Customer Services and System Support
3RD Party Maintenance

STRATEGIC PARTNERSHIPS

- The Price Group
 - SGI, Rackable Systems
 - mLogica
 - Tech Data Corp
 - Central Research
 - Alaska Native Corporation R&D NANA (Alaska Native Owned Corporation)
 - Executive Construction Management
- JTE Associates. Inc
 - BrightStar Corp
 - Avnet, Inc
 - Delta Networks LLC
 - EVO Financial, Accounting and Financial Services
- Ericsson
 - ESRI Corp
 - XS International
 - NASI

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CERTIFICATIONS

- Cage – 5DWTI
- DUNS – 829662803
- Minority Owned
- Small Business
- Secret and Top Secret Clearance (In process)
- 8A Status (In process)
- GSA Schedule (In process)

TEAMING PARTNER CERTIFICATIONS

- GSA Schedule 520-4
- Women owned small business
- Service Disabled Veteran Owned Small Business (SDVOSB)
- SBA 8 (a) certified small business