



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER
ITECH10

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

*EBRIDGE CONSULTING*

VENDOR

BUYER

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
11/18/2009				

BID OPENING DATE: **01/07/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
REQUEST FOR QUOTATION						
<p>THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.</p> <p>*****            INQUIRIES</p> <p>WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, DECEMBER 9, 2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.</p> <p>ADDRESS INQUIRIES TO:</p> <p>JO ANN ADKINS            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305</p> <p>FAX: 304.558.4115            E-MAIL: JO.A.ADKINS@WV.GOV</p> <p>ATTACHMENTS:</p> <p>ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES.            PURCHASING AFFIDAVIT</p>						

RECEIVED

2010 JAN 20 AM 9:33

WV PURCHASING  
 DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>ANAD</i>	TELEPHONE 304-736-2800	DATE 1/20/10	
TITLE <i>Business Developer</i>	FEIN 75-287941Z	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

## GENERAL TERMS & CONDITIONS PURCHASE ORDER/CONTRACT

1. **ACCEPTANCE:** Seller shall be bound by this order and its terms and conditions upon receipt of this order.
2. **APPLICABLE LAW:** The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
3. **NON-FUNDING:** All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the terms of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
4. **COMPLIANCE:** Seller shall comply with all Federal, State and local laws, regulations and ordinances including, but not limited to, the prevailing wage rates of the WV Division of Labor.
5. **MODIFICATIONS:** This writing is the parties final expression of intent. No modification of this order shall be binding unless agreed to in writing by the Buyer.
6. **ASSIGNMENT:** Neither this Order nor any monies due, or to become due hereunder may be assigned by the Seller without the Buyer's consent.
7. **WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: (a) conform to the specifications, drawings, samples or other description furnished or specified by the Buyer; (b) be merchantable and fit for the purpose intended; and/or (c) be free from defect in material and workmanship.
8. **CANCELLATION:** The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
9. **SHIPPING, BILLING & PRICES:** Prices are those stated in this order. No price increase will be accepted without written authority from the Buyer. All goods or services shall be shipped on or before the date specified in this Order.
10. **LATE PAYMENTS:** Payments may only be made after the delivery of goods or services. Interest may be paid on late payments in accordance with the *West Virginia Code*.
11. **TAXES:** The State of West Virginia is exempt from Federal and State taxes and will not pay or reimburse such taxes.
12. **RENEWAL:** Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."



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**2**

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LINE	QUANTITY	UCP	GAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		946-30		
<p>RESIDENT VENDOR PREFERENCE            EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT</p> <p>TECHNICAL SUPPORT</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON            ..... AND EXTENDS FOR A PERIOD OF ONE (1)            YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS            NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE            ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL            NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE            TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY            REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS            WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE            IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND            PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE            CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL            WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,            SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30)            DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL            BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE            ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE            (1) YEAR PERIODS.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p><b>QUANTITIES:</b> QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p><b>ORDERING PROCEDURE:</b> SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p><b>BANKRUPTCY:</b> IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p>						

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<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;"><b>NOTICE</b></p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION        PURCHASING DIVISION        BUILDING 15        2019 WASHINGTON STREET, EAST        CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p>						

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
SEALED BID						
BUYER:					FILE 42	
RFQ. NO.:					ITECH10	
BID OPENING DATE:					01/07/2010	
BID OPENING TIME:					1:30 PM	
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
----- <div style="text-align: center;">304-736-2488</div> -----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
----- <div style="text-align: center;">RYAN BLAKE</div> -----						
***** THIS IS THE END OF RFQ ITECH10 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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**Response to Request for Proposal  
ITECH06  
Statewide Contract for Technical Services**



eBRIDGE Consulting, LLC  
586 Tallwood Rd.  
Huntington, WV 25705  
304-736-2800-Phone  
304-736-2488-Fax

Ryan Blake  
304-395-4322 cell  
January 20, 2010

Signature 

Date 1/20/10

*eBridge Consulting Meets all requirements of this RFQ.*

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## Section I – Company History

### Company Information

eBridge Consulting LLC (Tax ID: 75-2879412)  
586 Tallwood Rd.  
Huntington, WV 25705  
304-736-2800 – Phone  
304-736-2488 - Fax

### Principal Contact

Ryan Blake  
304-395-4322 – Mobile  
[Ryan.blake@bridgeit.com](mailto:Ryan.blake@bridgeit.com)

### Established in 2000 with over 25 employees

EBRIDGE is an integrated business and technology management consultancy co-located in the Dallas-Fort Worth Metroplex and in Huntington, WV. We are comprised of world-class people, processes, and methods serving clients throughout the United States. Our firm is focused on high-value, targeted-impact engagements that maximize our clients' ability to deliver IT solutions that meet corporate strategic and financial goals.

EBRIDGE was founded in 2000 by a group of experienced and knowledgeable professionals with an average of 19 years of real-world IT experience. We share a common background: an established, successful career in business strategy, operations, IT applications development and architecture, and a desire to apply our learning's across a few key industries.

Our growth has been steady and sustainable. We have built a strong client list since our incept. We are very proud that all of our clients – former and current, each and every one – is fully reference able.

1. Firm's organizational structure:



DUN #: 024461241

**SIBRIDGE**

DUN #: 619378669

Bridging Strategy to Implementation

- Business & IT Integration
- IT Multi-year Planning
- Business Process Integration
- Technology Management Practices
- Enterprise Frameworks
- Program / Project Management
- Vendor Assessments
- COTS Evaluation

*Grapevine TX (Dallas suburb)*

**BridgIT.com**

DUN #: 612005277

Bridging the Gap between Business and IT

- Customize Application Development
- Decision Support & Business Intelligence
- I.T. Consulting Services
- LAN / WAN Network Design & Support
- Hardware Maintenance & Support
- Commercial Hardware Sales

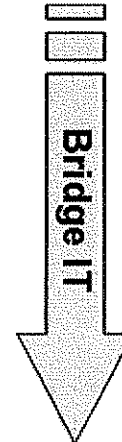
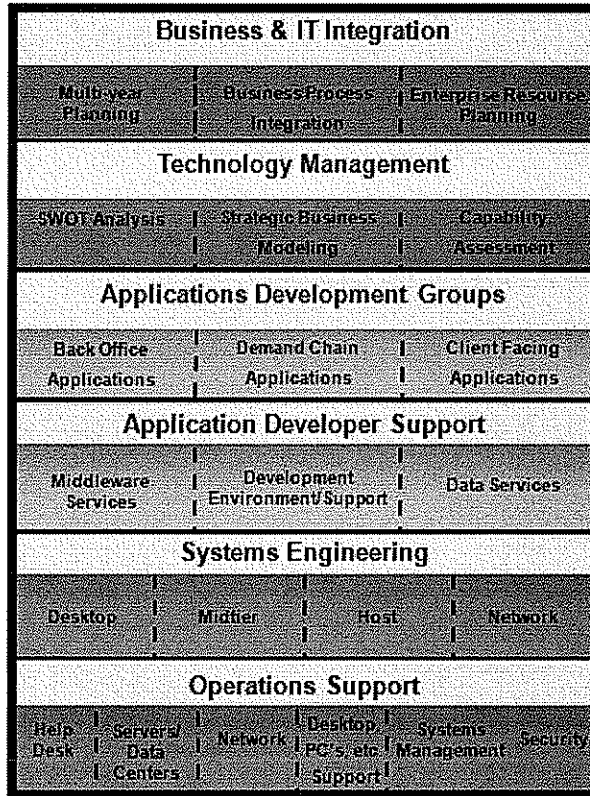
*Barboursville, WV (Hgtn. Suburb)*

**Bill Varney (Founder and CEO) [bill.varney@sibridge.com](mailto:bill.varney@sibridge.com)**

- **Stewart Varney (President) - [stewart.varney@bridgeit.com](mailto:stewart.varney@bridgeit.com)**
- **Ryan Blake (Business Development) - [ryan.blake@bridgeit.com](mailto:ryan.blake@bridgeit.com)**
- **Jim Tully – (Principal, Technology Adoption and Delivery Practice) - [jim.tully@sibridge.com](mailto:jim.tully@sibridge.com)**
- **Paul Park (Principal, Enterprise Architecture Practice) - [paul.park@sibridge.com](mailto:paul.park@sibridge.com)**
- **Van Dorsey (Principal Architect, Enterprise Architecture Realization) - [van.dorsey@sibridge.com](mailto:van.dorsey@sibridge.com)**

2. eBridge Capability Model

**Strategy & Planning**



**Tactical & Operational**

3. Company's corporate history. Indicate your core businesses, products, services, and markets.

**Core business: Technology Consulting**

**Products: we are technology (product) agnostic by design so as maintain objectivity during vendor selection processes.**

**Services:**

- Transformation**
- Alignment**
- Integration**
- COTS Product Selection & Integration**
- Optimization**
- Markets**
- Continental US**

4. The firm's client base:

eBridge has a solid list of Fortune 1000 clients and public sector clients who are 100% referenceable. The list includes the following:

- **State of West Virginia**
- **City of Charlotte, NC**
- **YRC Worldwide**
- **Cisco Systems**
- **Dollar Thrifty Automotive Group**
- **Celanese**
- **PricewaterhouseCoopers (PwC)**
- **Sprint Nextel**
- **Verizon**
- **TXU**
- **H&R Block**
- **HealthMarkets**

## **Business Process Modeling Ability**

The majority of eBridge consultants have more than 10 years of experience focusing extensively on Business Process Analysis and Business Process Modeling. Working with a variety of industry standard toolsets (Casewise, Tibco Business Studio, ProVision Workbench, Sparx Enterprise Architect, Visio Professional, etc.), our consultants allow the advantages of immediate return of investments to our clients.

As most of our consultants come from an IT/Systems Development background at Fortune 100 companies, solid analysis skills were learned from formal professional training and seminars, and that knowledge was extended from utilizing those foundational concepts on numerous large and small projects.

Additionally, eBridge has significant experience taking Business Processes and transforming the processes into automated workflow diagrams that can run in a variety of workflow engines. Most Enterprise Resource Planning (ERP) packages today include some sort of internal workflow mechanism, and modeling current and to-be processes effectively is a huge benefit in later configuring an ERP package to orchestrate business processes as needed.

### **1.1. Qualifications**

Since 2000, eBridge has been providing clients with senior level consultants to assist in both business and IT re-engineering efforts. Our engagements include the following:

- Shifts in our client's technology infrastructure – replacing legacy systems, integrating new systems into the existing systems portfolio, inserting middleware layers into the infrastructure, or leading major system redesign/re-write efforts.
- Enabling business processes by transforming to a SOA environment. Our expertise is in helping the client articulate their vision and goals, developing comprehensive requirements, and assessing technology options.

- Developing Enterprise Architecture roadmaps for transitioning from the current state to the future state, plan the program and projects, and lead the transformation effort following the roadmap.

Following are some examples of the types of projects our consultants have been involved with related to enterprise level software evaluation, selection and integration:

- *Multiple RFI/RFP/Vendor selection for the Target State ERP system. Managed the evaluation process for Peoplesoft (incumbent) versus SAP and Oracle Financials for the target state environment for ERP for the client. Created, maintained and organized the scoring of the multiple systems including the business case for the final selection.*
- *Selection and implementation of an enterprise-strength middleware/messaging system. Requirements development, product and vendor research and RFP development were followed by in-house proofs of concept by Oracle, IBM and Tibco.*
- *Design, planning and evaluation of systems impacted for multiple releases of Peoplesoft Financials for GL, AR, and AP modules.*
- *Evaluation of appropriate Peoplesoft Financials modules to use for a consolidated company formed through a merger.*
- *Systems analysis and architecting – Cash to GL processes for telecommunications provider*
- *Conversion to an SAP ERP system and integration of legacy billing systems to the SAP financial GL module*
- *Project management and architecture leadership of the evaluation of SAP versus Peoplesoft through a pointed RFP type scoring methodology*
- *Requirements development, business case development, and selection of ERP systems. Integrated Kanban processes into the environment.*
- *Configuration of ERP systems as well as planning and implementing conversion/migration efforts*

## **Business Process Modeling Ability**

The majority of eBridge consultants each have more than 10 years of experience focusing extensively on Business Process Analysis and Business Process Modeling. Working with a variety of industry standard toolsets (Casewise, Tibco Business Studio, ProVision Workbench, Sparx Enterprise Architect, Visio Professional, etc.), our consultants allow the advantages of immediate return of investments to our clients.

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benefit in later configuring an ERP package to orchestrate business processes as needed.

## **Section II – Qualifications and Experience in Supplemental Staffing**

### **1. Supplemental Staffing Narrative**

The Staffing services of eBRIDGE Consulting are geared to provide high quality staffing solutions to all of our clients. By using a simple but effective frame work, eBRIDGE will define the customer's needs, discover the best person to fill that position, and deploy that person into the client's environment while providing ongoing support.

Finding the right candidate for our client is the key to any engagement. The eBRIDGE approach to hiring world-class, deeply experienced consultants is a unique and differentiating process. Interviews are conducted by 3 to 4 tenured senior level consultants, independent of each other, allowing for focus on specific areas of expertise, including but not limited to general experience, technical experience, and cultural alignment. Should the consultant excel in all independent interviews, a roundtable committee is formed to discuss and determine if an offer should be extended.

In sourcing a candidate, we begin with an extensive network of past peer associations and/or professional organizations to identify exemplary candidates through utilization of referrals. Job Boards are also utilized. For developer level positions, we request candidates take Brainbench tests, which allow for an accurate evaluation of their knowledge base. For project management and program management roles, we look for PMP certifications, with a minimum expectation of PMI training. Professional certifications for specific roles beyond those mentioned above are weighted heavily as a factor used to determine highly qualified candidates.

To confirm education and specific work experience, we conduct background checks using a third party. These background checks also identify any criminal record.

We are careful in our hiring and staffing practices since we wish to guard our reputation. Our firm has grown primarily through trusted client relationships and we recognize that that trust must be maintained always.

eBRIDGE Consulting has provided quality personnel to numerous clients both large and small, as you will see in the next section

## 2. Client References

<b>Category:</b>	<b>Web Programming</b>
<b>Project Description:</b>	Customer needed experienced personnel to create a dynamic eCommerce website for clothing line and accessories. This site was developed using Dreamweaver MX and Cartweaver and offers its customers the ability to search by product category with the capability to choose apparel size and color. Customer was extremely satisfied with the finished product. <a href="http://www.mandzl.com">www.mandzl.com</a>
<b>General Value of Project:</b>	\$15,000
<b>Length of Project:</b>	3 Months
<b>Customer's Name:</b>	Mandzl, LLC
<b>Contact's Name:</b>	Ben Chapman
<b>Telephone Number:</b>	1-800-371-7157
<b>eMail Address:</b>	benjamin.chapman@mandzl.com

<b>Category:</b>	<b>PC Programming</b>
<b>Project Description:</b>	Customer needed the expertise to create a customized application to run all aspects of Tile and Flooring business located in Beckley WV. The application is a touch screen system that includes order entry (via bar code scanning, keyboard or touch screen) inventory control, purchase order, credit and cash sales, lay-a-way, accounts payable, accounts receivable and delivered product balance summary. Very complex functionality but easy to use with no hidden menu options. All functionality is presented to the user on the control panel of the application. This was written in MS Access designed for multi user and multi location using Terminal Services running on a Window 2003 server.
<b>General Value of Project:</b>	\$40,000
<b>Length of Project:</b>	4 months
<b>Customer's Name:</b>	Discount Tile, Hardwood and Stone
<b>Contact's Name:</b>	R.J. Burgess
<b>Telephone Number:</b>	304-253-1254
<b>eMail Address:</b>	No email

<b>Category:</b>	<b>Mainframe Programming</b>
<b>Project Description:</b>	South Charleston Credit Union used a mainframe system as the basis of their financial information system. This system was housed in a remote facility. The Credit Union wanted to transition from the mainframe terminals to a PC based system. eBridge provided the consulting, design and implementation of an emulation system to replicate the mainframe information on a PC. eBridge also managed the mainframe terminals during the transition period.



General Value of Project:	\$10,000
Length of Project:	8 months
Customer's Name:	South Charleston Employees Federal Credit Union
Contact's Name:	Phala Sigman
Telephone Number:	304-720-5101
eMail Address:	

Category:	<b>Computer Systems Analysis</b>
Project Description:	<p>The scale of H&amp;R Block's retail expansion strategy rivals the largest retail expansions in US history. But H&amp;R Block did not have the resources or knowledge to implement their strategy. They needed processes, expertise, systems and program management to effectively manage this huge endeavor.</p> <p>SIBRIDGE provided a seasoned consultant with specific expertise in finance, technology, marketing, project management, retail operations, construction, process engineering, and data modeling. We built a customized Real Estate Expansion scheduling and vendor communication tool. We also provided leadership in the planning, coordination and execution of the buildout and launch of over 600 company owned locations. The company is on track to open over 3,000 locations in a 3 year period.</p>
General Value of Project:	\$250,000.
Length of Project:	1 year
Customer's Name:	H&R Block
Contact's Name:	Doug Worley, VP Real Estate Expansion
Telephone Number:	816-714-2606
eMail Address:	dworley@hrblock.com

Category:	<b>Computer Systems/Network Security</b>
Project Description:	<p>Provided certified security expert to perform evaluation of existing computer systems and recommend and installed proper security countermeasures to provide compliance with Federal Regulation. Also, created information security policies and procedures.</p>
General Value of Project:	\$4,000.
Length of Project:	2 Weeks
Customer's Name:	South Charleston Employees Federal Credit Union (Dow)
Contact's Name:	Phala Sigman
Telephone Number:	304-720-5600
eMail Address:	pisigmon@citynet.net

Category:	<b>Database Management</b>
Project Description:	<p>A repeat client, this fast-growing, niche, enhanced communications provider shifted their telephony services</p>

from a site based model to a model supporting billing processes in a more manageable, cost effective centralized data model. This client realized that the impacts of system downtime and system support changed dramatically when it went from 3300 independent premise-based databases supporting a single to one consolidated and centralized database supporting 3300 customers

This shift created the need to create a data model, and all its supporting data management tasks, that supported multiple premises. Our understanding of the difficulties in this shift in design from single customer to multi-customer set the course of this project towards an operations friendly system.

Deploying both a database design expert and a skilled database management professional, we engaged in the following activities:

- Requirements collection and analysis
- Conceptual database design
- Choice of a DBMS
- Data model mapping (also called logical database design)
- Physical database design
- Database system implementation

In addition, eBRIDGE negotiated product, support and third party use licensing with the database vendor on favorable terms. eBRIDGE continues to function in an appraisal role on performance, high availability and fault tolerance.

Securus Technologies now persists, processes, and correlates over 430 million XML and chargeable record messages per year. Now Securus has the capability to remove their premise based deployments with the added confidence of lowered financial, support and service level risks.

General Value of Project:	\$350,000
Length of Project:	8 months
Customer's Name:	Securus Technologies
Contact's Name:	Greg Haertling, Director of Application Development
Telephone Number:	972-277-0300
eMail Address:	ghaertling@evercom.net

Category:	<b>Desktop Support</b>
Project Description:	Louisa Community Bank (LCB) was faced with a problem. As they grew, the availability of technology became increasingly important. eBRIDGE Consulting stepped up and provided the staffing to give this client the desktop support they needed. eBRIDGE has since been providing desktop

	support for all of the LCB's needs. eBRIDGE Consulting provides staffing to support all users including software and hardware needs. As technology related problems arise, LCB requires the staffing to adequately respond to, identify, and correct the problems. We provide the people to make this happen.
General Value of Project:	\$15,000 annually
Length of Project:	Ongoing
Customer's Name:	Louisa Community Bank
Contact's Name:	Ed Purdom – President
Telephone Number:	606-638-8476
eMail Address:	

Category:	<b>Electronic Document Management</b>
Project Description:	eBRIDGE Consulting provided staffing to modify existing document management system written in ASP.net. The business uses a Kodak scanning and indexing system using Microsoft SharePoint services as its viewer.
General Value of Project:	\$3,000
Length of Project:	4 days
Customer's Name:	Physicians Choice
Contact's Name:	Pat Holland
Telephone Number:	304-757-4880
eMail Address:	pholland25526@yahoo.com

Category:	<b>GIS Services</b>
Project Description:	GIS Development WV Port Authority
General Value of Project:	\$12,000
Length of Project:	On going
Customer's Name:	WV Port Authority
Contact's Name:	Patrick Donovan
Telephone Number:	304-558-0330
eMail Address:	patrick.j.donovan@wv.gov

Category:	<b>Help Desk Support</b>
Project Description:	Louisa Community Bank (LCB) was faced with a problem. As they grew, the availability of technology became increasingly important. eBRIDGE Consulting stepped up and provided the staffing to give this client the desktop support they needed. eBRIDGE has since been providing desktop support for all of the LCB's needs. eBRIDGE Consulting provides staffing to support all users including software and hardware needs. As technology related problems arise, LCB requires the staffing to adequately respond to, identify, and correct the problems. We provide the people to make this happen.
General Value of Project:	\$15,000 annually

Length of Project:	Ongoing
Customer's Name:	Louisa Community Bank
Contact's Name:	Ed Purdom – President
Telephone Number:	606-638-8476
eMail Address:	

Category:	<b>IT Support Staff – Operations</b>
Project Description:	Our customer needed qualified staff to provide support for technology related issues that come up. They were using Windows XP and Windows 200 Desktops and also utilized VPN for remote access. We provide them with just the right people to handle their needs.
General Value of Project:	\$3,000 Annually
Length of Project:	On-going
Customer's Name:	Louisa Community Bank
Contact's Name:	Ed Purdom – President
Telephone Number:	606-638-8476
eMail Address:	None

Category:	<b>LAN/WAN Support</b>
Project Description:	Louisa Community Bank (LCB) was faced with a problem. As they grew, the availability of technology became increasingly important. eBRIDGE Consulting stepped up and provided the staffing to give this client the desktop support they needed. eBRIDGE has since been providing desktop support for all of the LCB's needs. eBRIDGE Consulting provides staffing to support all users including software and hardware needs. As technology related problems arise, LCB requires the staffing to adequately respond to, identify, and correct the problems. We provide the people to make this happen.
General Value of Project:	\$15,000 annually
Length of Project:	Ongoing
Customer's Name:	Louisa Community Bank
Contact's Name:	Ed Purdom – President
Telephone Number:	606-638-8476
eMail Address:	

Category:	<b>Enterprise Services</b>
Project Description:	<p>PwC lost much of its IT capability when it divested its IT consulting unit. The decentralized management structure of the new IT department made it difficult to prioritize projects for several major initiatives. Managing the implementations also seemed daunting.</p> <p>SIBRIDGE helped PwC move to a disciplined approach to project portfolio management and investment rationalization. We applied frameworks, structure, processes, tools, and</p>

	<p>culture change throughout their department for decision and control purposes. We brought in and customized an SDLC and integrated it with investment rationalization, release management, and enterprise architecture processes. We integrated and enhanced existing tools sets rather than promulgating expensive tool suites. SEI CMM measurement concepts were introduced to inspire continual improvement.</p> <p>This solution enabled PwC to self-govern and mature their new IT delivery and management processes and establish the IT department as a predictable, improvable cost center.</p>
General Value of Project:	\$1,000,000
Length of Project:	2 years
Customer's Name:	PricewaterhouseCoopers
Contact's Name:	Donna Hansen
Telephone Number:	813-348-8818
eMail Address:	donna.hansen@us.pwc.com

Category:	<b>Graphics and Presentation</b>
Project Description:	<p>Graphics and presentations are the cornerstone of a successful web site. While we have provided resources to develop many web sites with great graphics and presentation the one that has received many compliments from its patrons is <a href="http://www.nannyinapinchwv.com">www.nannyinapinchwv.com</a>. We provided staffing to create all graphics for this business</p>
General Value of Project:	\$6,000
Length of Project:	2 weeks
Customer's Name:	Nanny In A Pinch and Healthcare Services
Contact's Name:	Cathy Adkins
Telephone Number:	304-304-736-3267
eMail Address:	cathyadkins@nannyinapinchwv.com

Category:	<b>Middleware Integration</b>
Project Description:	<p>This client faced challenges in the integration of disparate systems and processes responsible for the collection of chargeable records generated out in the field. They did not have resources, experience and skill to manage the shifts in thinking, scale and technology.</p> <p>The reason for this issue was growth and system proliferation through numerous merger and acquisition activities.</p> <p>Securus Technologies realized that in order to maintain reasonable service levels, it needed to unify records collection processes and increase visibility into the metrics of their customer affecting billing processes.</p> <p>Budget and time constraints required this integration model</p>

to integrate all the existing legacy systems irrespective of the platforms and operating systems that their numerous systems were based upon, and be flexible enough for the following specifications:

- New and advancing platforms, databases, and development technologies for the source and target
- Messaging exchange patterns (MEP) supporting industry standards and internal processes
- Numerous external input and output data formats for the source and target (EBCDIC, ASCII, Binary, etc.)
- Disparate frequency of data transfer and outage periods
- On-net and Off-net system connectivity details
- Uncommon, legacy, and standardizing file structures that were being processed, if applicable

Finally, the demands of growth through acquisition demanded a solution demonstrating enough scalability to enable new systems to be easily plugged into this solution in the future with minimal changes.

eBRIDGE provided the resources and experience to deliver an end-to-end integration solution to meet Securus' needs. After engaging in a short needs analysis, eBRIDGE not only implemented an integration solution unifying this customer's processes, but eBRIDGE resources executed on a number of related operational business cases including:

- A solution to monitor system availability and a process to correlate system utilization metrics
- Integration source control via a source management tool and associated processes
- Deployment activity checklists
- More rigorous change control procedures
- A more detailed interface specification template for deployment into the documentation repository
- Specific recommendations on mechanisms to support reliable delivery of transactions

Securus Technologies now collects, processes, and measures over 1,200,000 chargeable records per day on a unifying integration platform. With the use of a common data format (CDF), Securus can now continue to support their numerous field systems, extending their lifetime and use.

*"I want to commend the eBRIDGE team for their leadership and delivery at Securus. The eBRIDGE team has been instrumental in setting new technical direction with regards*

	<i>to application integration and data movement through EAI technologies. As you know, the DNA application was promoted to production last week and would not have been accomplished with their (eBRIDGE) leadership. I very much appreciate their efforts."</i>
General Value of Project:	\$700,000
Length of Project:	12 months
Customer's Name:	Securus Technologies
Contact's Name:	Greg Haertling, Acting CIO
Telephone Number:	972-953-4280
eMail Address:	<a href="mailto:ghaertling@evercom.net">ghaertling@evercom.net</a>

Category:	<b>Electronic Commerce / EDI</b>
Project Description:	<p>H&amp;R Block was expanding their points of presence in an effort to stop the erosion of their competitive position. They were especially vulnerable in Puerto Rico where they had severe client wait times. They wanted to add business capacity by placing kiosks in Wal-Marts and Sam's stores in Puerto Rico.</p> <p>SIBRIDGE managed this expansion project. The solution included telecom, kiosks, and IT equipment in 8 stores. This project resulted in H&amp;R Block's Puerto Rico region as having the top 3 offices in preparing Tax Returns by mid tax season.</p> <p><i>"Our Puerto Rico expansion was a great success!"</i></p>
General Value of Project:	\$125,000
Length of Project:	6 months
Customer's Name:	H&R Block
Contact's Name:	Bruce Johansson, MD-VP
Telephone Number:	603-433-8874
eMail Address:	<a href="mailto:bjohansson@hrblock.com">bjohansson@hrblock.com</a>

Category:	<b>Project Management Services</b>
Project Description:	<p>Product Quality was trending poorly for ERI (Telecom Equipment Manufacture) who had experienced rapid growth but had continued to maintain a start-up mentality. The company also was not able to predict product availability and cost. With the upcoming introduction of the next generation optical switch, they quickly discovered that complexity and multiple product lines would not scale through "osmosis".</p> <p>SIBRIDGE provided an integrated (hardware and software) Systems Development Lifecycle process that enabled clear work product accountabilities within the Engineering Department and we provided PMO, Project Management, and Product Management processes with control gates to</p>

	<p>govern the projects effectively.</p> <p>ERI has standardized on these new processes and they re-baselined their optical switch project to use the SDLC going forward. This pivotal project is back on-track for market introduction.</p> <p><i>"I would like to thank you for your work, kindness, and thoughtfulness. I think your approach and attitude toward consulting and change management are correct. I know that it is extremely difficult to come into an organization like ours, negotiate the relationship, overcome the fear and suspicion, gain the trust of the people and be productive. You managed all these issues gracefully and effectively and you did a great job in the limited time that was given to you." -- Moshe Suberri – Head of Software Engineering</i></p>
General Value of Project:	\$500,000
Length of Project:	1 year
Customer's Name:	Eastern Research, Inc.
Contact's Name:	Mike Doyle, CEO
Telephone Number:	856-983-7111
eMail Address:	mdoyle@erinc.com

Category:	<b>Telecommunications Services</b>
Project Description:	<p>Sprint PCS needed to keep up with market demand for new services that enabled text messaging, pictures, and email from PCS phones (known as 3G technology). Sprint PCS needed to double its capability and offer new services in a very quick timeframe. SIBRIDGE provided program management and technical expertise to bridge the gap between IT and the network.</p> <p>3G was successfully launched and is being sold today. Sprint PCS doubled its capacity and increased voice and data network efficiency by getting an incredibly efficient use of spectrum. And the network is packet-based so it's always on. The technology we delivered enables text messaging, interactive games, downloadable ringtones, screensavers, device personalization, still pictures, video imaging, and full Internet browsing. It also enables on-demand conferencing, and enhanced location-based services.</p>
General Value of Project:	\$200,000
Length of Project:	10 months
Customer's Name:	Sprint PCS
Contact's Name:	Richard Blanc, AVP Service Delivery
Telephone Number:	913-307-3633, 913-706-8265 cell
eMail Address:	richard.a.blanc@mail.sprint.com



<b>Category:</b>	<b>Business Analyst Services</b>
<b>Project Description:</b>	<p>eBridge was originally brought in by HealthMarkets to pinpoint the root cause(s) of a major operational problem and recommend a permanent solution. After reviewing the processes and developing metrics based on past data, eBridge recommended three key changes and then lead the IT team in implementing those changes over a three month period. Throughput tripled for claims processing after the changes were placed into production, and the company was able to avoid buying additional hardware and software that had been planned to "band-aid" the problem.</p> <p>eBridge was then selected to assist HealthMarkets in establishing an Enterprise Architecture team and assisting in the selection and implementation of an enterprise class middleware and messaging COTS product. After selection and purchase of the product, eBridge helped define SOA standards for the organization, design the highest level services for claims processing, and develop the initial set of SOA components.</p> <p>The third engagement allowed eBridge to develop a comprehensive roadmap for migrating the company from out of date legacy applications to a future state of SOA-based systems.</p> <p>eBridge was brought in for the most recent engagement (Insphere) to (a) develop the authentication and security architecture and framework for the new subsidiary, and (b) develop architectural artifacts for the business processes, applications, interfaces, system interactions and data stores of the 20 applications supporting the business.</p>
<b>General Value of Project:</b>	2.5 years
<b>Length of Project:</b>	HealthMarkets & Insphere (HealthMarkets subsidiary)
<b>Customer's Name:</b>	HealthMarkets
<b>Contact's Name:</b>	Scott Terrell, Vice President of Application Development
<b>Telephone Number:</b>	1-817-255-3866
<b>eMail Address:</b>	

<b>Category:</b>	<b>ERP Implementation</b>
<b>Project Description:</b>	Conjel was using an outdated version of Microsoft Dynamics. Ebridge was hired to evaluate recommend and implement a new ERP system tailored to Conjel's growing needs.
<b>General Value of Project:</b>	\$150,000
<b>Length of Project:</b>	11 Months
<b>Customer's Name:</b>	Conjel Sales
<b>Contact's Name:</b>	Rennie Talbert

Telephone Number:	304-523-3521
eMail Address:	

<b>Category:</b>	<b>VoIP Implementation</b>
<b>Project Description:</b>	<p>Securus wanted to turn several challenges into opportunities through a Voice over IP (VoIP) solution. Its customer model, which focuses on correctional facilities, is characterized by high risk with a lower than normal customer economic status. It needed to:</p> <ul style="list-style-type: none"> <li>- Reduce support costs while increasing potential revenue from same customer base</li> <li>- Reduce security risks through enhanced call control</li> <li>- Increase customer satisfaction rating</li> <li>- Enable new investigative features like call monitoring and control</li> <li>- Reduce expensive transport and operational costs</li> </ul> <p>Collaborating with the client, eBRIDGE helped the client team architect, plan and implement a transformational VoIP call processing solution:</p> <ul style="list-style-type: none"> <li>- Enabling Securus to stay in the call path and handle the call and customer according to risk</li> <li>- Shifting toll costs from long distance to nearly toll free</li> <li>- Increasing customer satisfaction in placing previously blocked calls to loved ones</li> <li>- Managing debt risks uniquely per call rather than as an aggregate category</li> </ul> <p>Opting to deploy a converged architecture, both PSTN and VoIP, call applications are now deployed as software and services rather than card based hardware. IP-enabling a circuit-switched network made sense to avoid uncertainty, minimize disruptions, and preserve much of the old investment. This architecture allowed incremental migration on a piecemeal and budgeted basis by adding new interfaces to support required IP telephony features. The solution easily paid for itself within its first quarter in production.</p>
<b>General Value of Project:</b>	\$2,500,000
<b>Length of Project:</b>	1 year
<b>Customer's Name:</b>	Securus Technologies
<b>Contact's Name:</b>	Greg Haertling
<b>Telephone Number:</b>	972-953-4280
<b>eMail Address:</b>	ghaertling@securus.com

## Section III – Qualifications and Experience in each Service Category

### Data Warehouse Development and Implementation

eBRIDGE believes that data warehousing is the only viable solution for providing strategic information. A data warehouse is an informational environment that

- Provides an integrated and total view of the enterprise
- Makes the enterprise's current and historical information easily available for decision making
- Makes decision-support transactions possible without hindering operational systems
- Renders the organization's information consistent
- Presents a flexible and interactive source of strategic information

The basic concept of data warehousing is:

- Take all the data from the operational systems
- Where necessary, include relevant data from outside, such as industry benchmark indicators
- Integrate all the data from the various sources
- Remove inconsistencies and transform the data
- Store the data in formats suitable for easy access for decision making

And although a simple concept, many organizations have failed to understand that data warehousing in practice involves complex functions: data extraction, data loading, data transformation, data storage, and user interfaces that simply complex data views.

Our experience includes:

<b>Category:</b>	<b>Data Warehousing</b>
<b>Project Description:</b>	An enhanced telecommunications customer required a system that provided analytics and insight over their billing and calling patterns. Using SQL Server, eBRIDGE architected and created a data warehousing solution responsible for the collection, benchmarking and decision support interfaces of this organization's 3300 premise based telephony platforms. Customer was extremely satisfied with the finished product. <a href="http://www.securustech.net">www.securustech.net</a>
<b>General Value of Project:</b>	\$300,000
<b>Length of Project:</b>	8 Months
<b>Customer's Name:</b>	Securus Technologies, Inc
<b>Contact's Name:</b>	Greg Haertling
<b>Telephone Number:</b>	1-972-277-0300
<b>eMail Address:</b>	ghaertling@securustech.net

<b>Category:</b>	<b>Data Warehousing</b>
<b>Project Description:</b>	Conjel was transitioning to an electronic environment and retained eBridge to help make that happen. As part of the engagement eBridge had to develop and implement a data warehousing solution to handle the growing storage needs of the company.
<b>General Value of Project:</b>	\$20,000.00
<b>Length of Project:</b>	6 Months
<b>Customer's Name:</b>	Conjel Sales
<b>Contact's Name:</b>	Rennie Talbert
<b>Telephone Number:</b>	304-523-3521
<b>eMail Address:</b>	

<b>Category:</b>	<b>Data Warehousing</b>
<b>Project Description:</b>	<p>HealthMarkets utilizes Global360 for imaging health insurance claims and providing the formal workflow engine that delivers claims to the staff processing them. As the volumes of claims began rising, the system began slowing down to the point of HealthMarkets not being able to process a day's worth of claims in 24 hours.</p> <p>eBridge was brought in to help assess the way the system was being utilized, pinpoint the trouble areas causing bottlenecks, and recommend short and long-term solutions. eBridge consultants analyzed the system's route engine, indexing fields, methods of assigning workloads to staff, and the overall process flows for managing insurance claims.</p> <p>The client was provided a list of specific corrective action recommendations and documented metrics and graphs to show the facts on why slowdowns were occurring in certain areas of the workflow. eBridge then lead the design and development team which implemented the improvements over a period of six months. The changes resulted in reducing claims processing throughput by 70%, and it prevented HealthMarkets from having to purchase additional hardware and software.</p>
<b>Length of Project:</b>	5 months
<b>Customer's Name:</b>	Health Markets
<b>Contact's Name:</b>	Greg Haertling (CIO)
<b>Telephone Number:</b>	972-277-0321

## Electronic Government, including Development and Implementation

eBRIDGE has been involved with several applications developed for the State of WV. Below are a few examples of this work.

Category:	<b>E-Government</b>
Project Description:	The DJS internet website will provide information to interested parties, including the general public, employees, court administrators, and others interested in accessing information relating to DJS and its programs.
General Value of Project:	\$12,000
Length of Project:	3 Months
Customer's Name:	Division of Juvenile Services
Contact's Name:	Vickie Sorrells
Telephone Number:	
eMail Address:	vsorrells@djs.state.wv.us

Category:	<b>E-Government</b>
Project Description:	Development and implementation of a web based application. Including data transfer from old Access based program into the new .NET application
General Value of Project:	\$80,000.00
Length of Project:	1 Year
Customer's Name:	WV State Auditors Office
Contact's Name:	Stuart Stickel
Telephone Number:	304-558-2540
eMail Address:	Stuart.stickel@wvsao.gov

Category:	<b>E-Government</b>
Project Description:	Development and implementation of a system to manage the bidding process where the Auditor puts out RFQ's to Accounting firms for Audits
General Value of Project:	\$35,000
Length of Project:	6 months
Customer's Name:	WV State Auditors Office
Contact's Name:	Stuart Stickel
Telephone Number:	304-558-2540
eMail Address:	Stuart.stickel@wvsao.gov

## Internet/Intranet and E-Commerce Security Development and Implementation

Category:	<b>Internet/Intranet and e-commerce Security Development/Implementation</b>
Project Description:	Development of a secure ecommerce site for web based sales. The site utilizes .NET, Security passwords, and SSL Certificates
General Value of Project:	\$100,000
Length of Project:	1 Year
Customer's Name:	ConJel
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521
eMail Address:	

Category:	<b>Internet/Intranet and e-commerce Security Development/Implementation</b>
Project Description:	Customer needed experienced personnel to create a dynamic and secure eCommerce website for clothing line and accessories. This site was developed using Dreamweaver MX and Cartweaver and offers its customers the ability to search by product category with the capability to choose apparel size and color. Customer was extremely satisfied with the finished product that included multiple layers of password protection and implements SSL certificates for encryption.
General Value of Project:	\$15,000
Length of Project:	3 Months
Customer's Name:	Mandzl, LLC
Contact's Name:	Ben Chapman
Telephone Number:	1-800-371-7157
eMail Address:	benjamin.chapman@mandzl.com

Category:	<b>Internet/Intranet and e-commerce Security Development/Implementation</b>
Project Description:	eBridge was brought in for the most recent engagement (Insphere) to (a) develop the authentication and security architecture and framework for the new subsidiary, and (b) develop architectural artifacts for the business processes, applications, interfaces, system interactions and data stores of the 20 applications supporting the business.
Length of Project:	2.5 years
Customer's Name:	HealthMarkets & Insphere (HealthMarkets subsidiary)
Contact's Name:	Greg Haertling (CIO)
Telephone Number:	972-277-0321
eMail Address:	ghaertling@securustech.net

## Electronic Commerce -Web-Based Development

eBRIDGE Consulting has developed many applications and utilizing standard web-based programming languages.

Category:	<b>Electronic Commerce -Web-Based Development</b>
Project Description:	Customer needed to create a dynamic eCommerce website for clothing line and accessories. This site was developed using Dreamweaver MX and Cartweaver and offers its customers the ability to search by product category with the capability to choose apparel size and color. Customer was extremely satisfied with the finished product. <a href="http://www.mandzi.com">www.mandzi.com</a>
General Value of Project:	\$15,000
Length of Project:	3 Months
Customer's Name:	Mandzi, LLC
Contact's Name:	Ben Chapman
Telephone Number:	1-800-371-7157
eMail Address:	benjamin.chapman@mandzi.com

Category:	<b>Electronic Commerce -Web-Based Development</b>
Project Description:	To increase their competitive advantage our customer needed a web-based system to allow customers to place their orders online, in a secure environment. The solution was a .Net portal that allowed Con-Jel to set up certain retail establishments to order their goods online.
General Value of Project:	\$10,000
Length of Project:	3 Months
Customer's Name:	Con-Jel
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521
eMail Address:	

Category:	<b>Electronic Commerce -Web-Based Development</b>
Project Description:	Developed a fully functional web application that includes quality look and functionality. Includes a system to allow clients the opportunity to schedule a nanny online.
General Value of Project:	\$6,000
Length of Project:	2 weeks
Customer's Name:	Nanny In A Pinch and Healthcare Services
Contact's Name:	Cathy Adkins
Telephone Number:	304-304-736-3267

## Electronic Document Management Systems

Many eBridge consultants have more than 10 years of experience designing and developing applications using formal imaging and workflow document management systems. We have helped clients implement applications using FileNet, Global360, Documentum, Content Manager, ExamOne, SeeBeyond and Sharepoint. Additionally, eBridge has experience integrating formal process workflow products with imaging systems and various databases to facilitate data movement and create a comprehensive image, information and automated process environment.

Content and document management solutions are heavily focused on not only efficient storage and indexing of content, but also on the delivery of that information to the right people at the right times. Thus, process design and workflow development are a precursor to content management. eBridge consultants have a wealth of experience in process modeling and re-engineering with such tools as Weblogic, Casewise, Tibco Business Studio, Sparx Enterprise Architect, ProVision, Global360 Case Manager, and other smaller toolsets.

When custom services are required to perform some actions not included in these software packages, eBridge has helped clients develop custom code and messaging infrastructure to interface with formal workflow and content management systems.

<b>Category:</b>	<b>Document Imaging &amp; Workflow</b>
<b>Project Description:</b>	<p>HealthMarkets utilizes Global360 for imaging health insurance claims and providing the formal workflow engine that delivers claims to the staff processing them. As the volumes of claims began rising, the system began slowing down to the point of HealthMarkets not being able to process a day's worth of claims in 24 hours.</p> <p>eBridge was brought in to help assess the way the system was being utilized, pinpoint the trouble areas causing bottlenecks, and recommend short and long-term solutions. eBridge consultants analyzed the system's route engine, indexing fields, methods of assigning workloads to staff, and the overall process flows for managing insurance claims.</p> <p>The client was provided a list of specific corrective action recommendations and documented metrics and graphs to show the facts on why slowdowns were occurring in certain areas of the workflow. eBridge then lead the design and development team which implemented the improvements over a period of six months. The changes resulted in reducing claims processing throughput by 70%, and it prevented HealthMarkets from having to purchase additional hardware and software.</p>
<b>Length of Project:</b>	5 months
<b>Customer's Name:</b>	Health Markets
<b>Contact's Name:</b>	Greg Haertling (CIO)
<b>Telephone Number:</b>	972-277-0321



<b>Category:</b>	<b>Electronic Document Management</b>
<b>Project Description:</b>	eBridge Consulting provided staffing to modify existing document management system written in ASP.net. The business uses a Kodak scanning and indexing system using Microsoft SharePoint services as its viewer.
<b>Customer's Name:</b>	Physicians Choice
<b>Contact's Name:</b>	Pat Holland
<b>Telephone Number:</b>	304-757-4880
<b>eMail Address:</b>	pholland25526@yahoo.com

<b>Category:</b>	<b>Content Management Strategy &amp; Implementation</b>
<b>Project Description:</b>	<p>Sabre engaged a team to provide a potential e-business strategy, and an incremental cost-effective roadmap for a better solution to their document management issues. On the list of top priorities was the elimination of risks due to fines assessed by the FAA out-of-compliance paperwork in their maintenance handbooks. The best solutions was determined to be a centralized solution for the management of document authoring (CAD and SGML files), routing and approval, storage and versioning, and distribution and these large manuals.</p> <p>eBridge helped Sabre develop the 7 year strategy and the specifics for a solution consisting of multiple technologies: SGML integration, document storage with Documentum, system integration with MQ and STC (SeeBeyond), custom java development for portal and data retrieval, and large infrastructure implementation to nine worldwide maintenance hangars. This system's design was modeled using the Zachman Framework and deployed from specifications generated from the use of the Rational Unified Process SDLC.</p>
<b>Customer's Name:</b>	Sabre

## Enterprise Systems Management Development and Implementation

eBridge has lead, designed, implemented and monitored several enterprise level systems integration projects that have involved insertion of sophisticated new technologies into legacy environments. Some of these engagements also involved integrating new monitoring systems with the client's existing systems management toolsets. eBridge consultants analyzed the system needs, architected the overall integration environments, defined the needed standards and metrics to be captured, and then set the SNMP parameters for the needed alerts, alarms and dashboard reporting.

These projects involved management of a wide variety of systems in legacy and distributed environments. The following examples and references show the depth of our experience in this area:

<b>Category:</b>	<b>Enterprise Systems Impl. and Management</b>
<b>Project Description:</b>	<p>At Evercom/Securus, eBridge implemented an open source monitoring solution called Zabbix. (<a href="http://www.zabbix.com">http://www.zabbix.com</a>) eBridge architects and developers designed and implemented this software into the Securus data center/operations support environment which included a full dashboard. The dashboard showed a network map as well as any trouble spots on the map, and it monitored the client's UNIX environments as well as Windows servers.</p> <p>eBridge also created vast and detailed networking maps, developed the platform design, and defined all the naming convention definitions. The naming conventions/standards were created for hardware, application development, and network artifacts (IP Subnets, etc).</p>
<b>Length of Project:</b>	8 months
<b>Customer's Name:</b>	Securus Technologies
<b>Contact's Name:</b>	Greg Haertling
<b>Telephone Number:</b>	1-972-277-0300
<b>eMail Address:</b>	<a href="mailto:ghaertling@securustech.net">ghaertling@securustech.net</a>

<b>Category:</b>	<b>Enterprise Systems Impl. and Management</b>
<b>Project Description:</b>	<p>To help integrate legacy and new systems from two major transportation companies which had merged operations, eBridge designed and implemented a WebMethods Enterprise Service Bus (Integration HUB). YRCW already had an enterprise monitoring framework, thus eBridge was asked to integrate all aspects of the WebMethods monitoring/management framework into the existing YRCW</p>

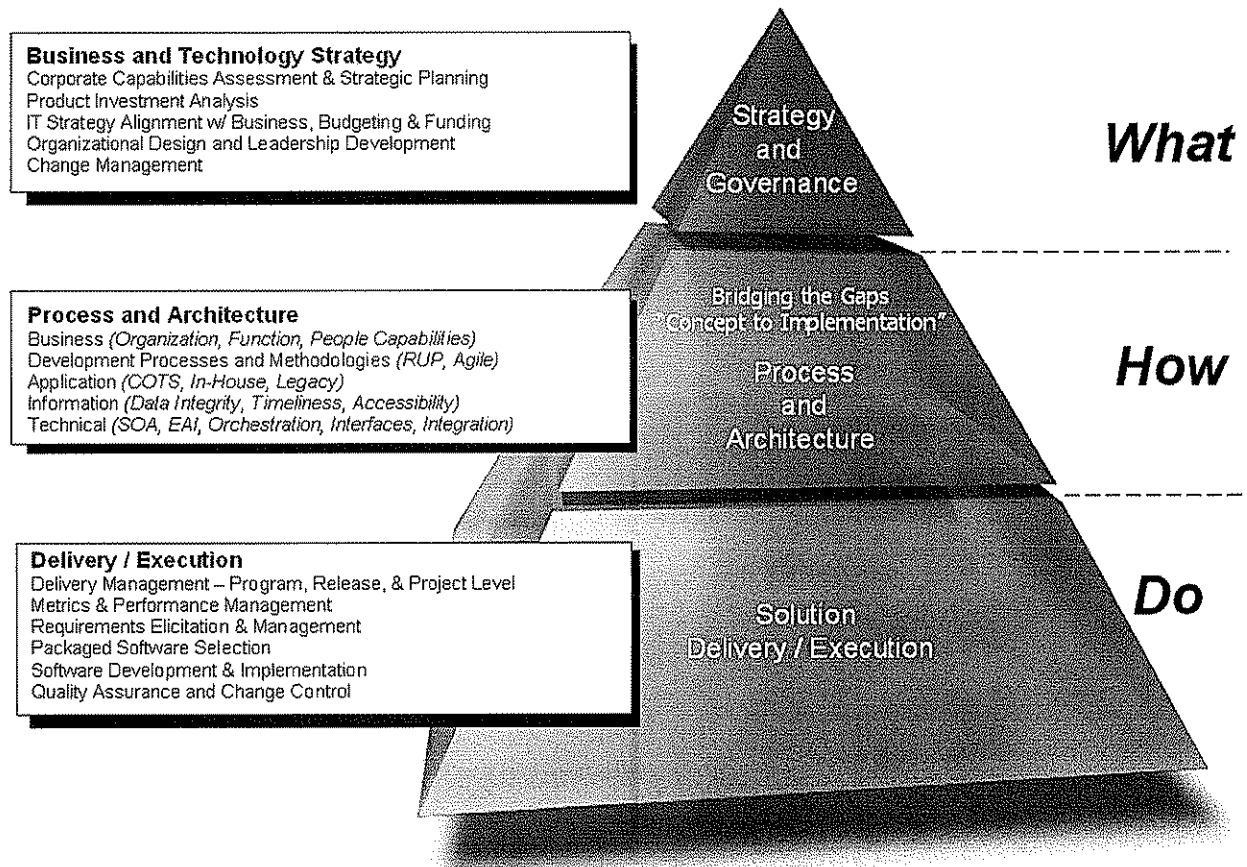
	framework.  eBridge consultants assessed the key system risks for all the merged processes, defined all the roles in the system, set the alarms and severities, attached these alerts to the roles for resolution path & escalations, tested the integration, and implemented it.
Length of Project:	10 months
Customer's Name:	Yellow Roadway Corporation Worldwide (YRCW)
Contact's Name:	Michael Rapken, CIO
Telephone Number:	1-816-665-8217
eMail Address:	Kirk6413@gmail.com

Category:	<b>Enterprise Systems Impl. and Management</b>
Project Description:	<p>At TXU, eBridge integrated the Enterprise Service Bus (ESB) environment with the enterprise TIVOLI monitoring and alerting framework. After leading the requirements gathering and documentation phase, eBridge created an error handling framework and an activity collection system framework which were both included in the client's main monitoring system – e*Gate. Both these functional areas of e*Gate were required to integrate seamlessly with TIVOLI.</p> <p>This implementation involved performing major risk assessments and defining and setting alarm thresholds. eBridge also designed and deployed TIVOLI agents to monitor specific custom metrics (log files, etc.) within the systems. eBridge developed all the standards and naming conventions as part of the overall architecture developed for the project. eBridge also designed and developed the components of the system to interface e*Gate with the mainframe. Unix and Perl scripts were developed by eBridge.</p> <p>The monitoring platform managed systems on both Windows and Unix/AIX platforms. Much of the effort involved monitoring performed at the Operating System (OS) level (CPU, Processes, Permissions, Memory Management, disk space, etc).</p>
Length of Project:	18 months
Customer's Name:	TXU
Contact's Name:	Jim Wedberg, Paul Cocanaur
Telephone Number:	816-543-2186
eMail Address:	



## Technology Advisory Services

eBRIDGE Consulting has significant experience assisting our clients with a wide variety of technology advisory services. We typically provide *thought leadership* and *mentoring through example* in small teams of consultants for our clients in three areas:

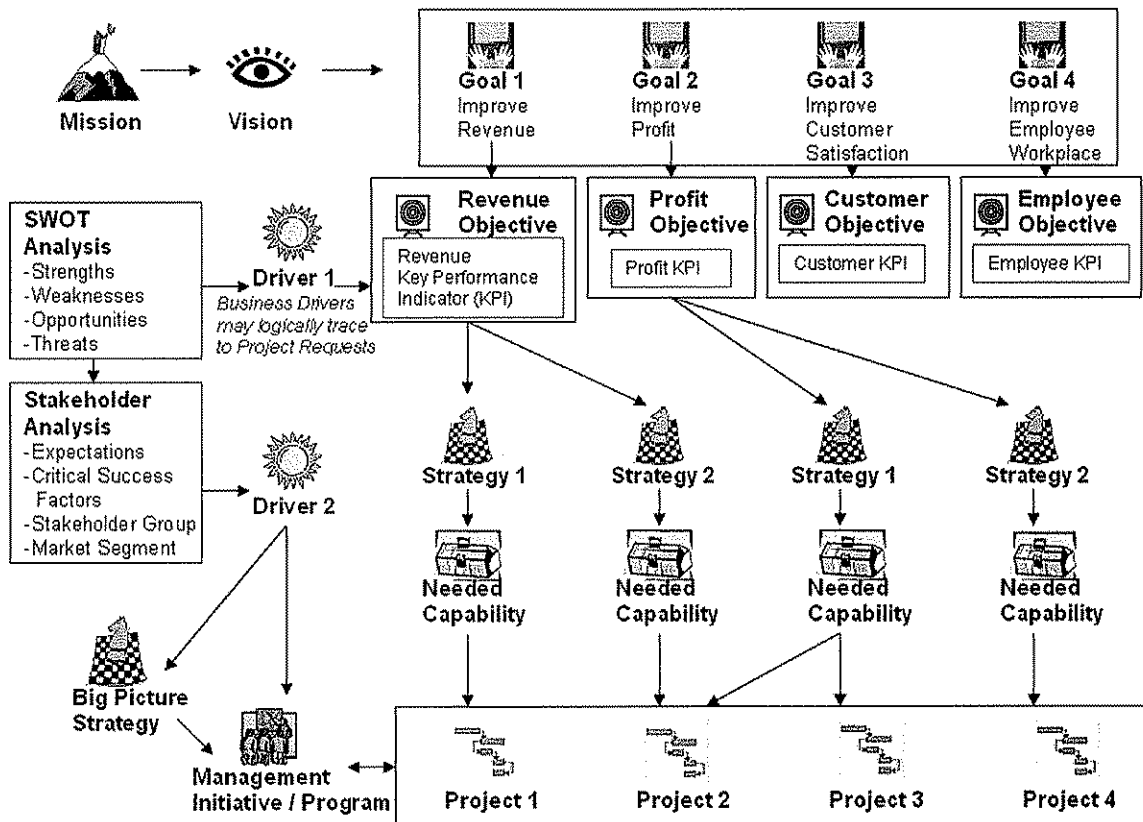


Our management consulting includes assisting our clients in setting corporate objectives, strategies, business models, and organizational designs. It also includes creating IT strategy in alignment with the business strategy. This is done through Enterprise Architecture, which blends the disciplines of Business, Process, Application, Information, and Technical Architectures to create robust blueprints and roadmaps from various perspectives. We help to institute these disciplines by establishing organizations, processes, methodologies, and best practices. We mentor and coach others while working through pilot projects and prototypes. We provide critical guidance for key projects and initiatives.

For Enterprise Architecture to be effective at setting IT strategy and executing against it, it needs to gain traction through a standard SDLC that requires project teams to work closely with the Enterprise Architecture team early and often throughout the lifecycle to define optimum solutions. eBRIDGE not only establishes a documented, repeatable process for software development project teams to follow, we also establish a

methodology for the Enterprise Architecture team to follow. This methodology helps the EA team to be proactive in going to the project teams to find out what standard patterns, frameworks, and services need to be created and reused across project teams. All of this is critical when building a services-oriented architecture.

eBRIDGE helps clients establish IT Governance by creating a framework, processes, policies, organization, and toolset (project portfolio management) that enable quality decision-making analysis to balance investment risk and cost with business value. Each custom solution supports rationalizing project requests and prioritizing and sequencing the development and utilization of assets. Our governance solutions usually involve both a bottom-up approach to dealing with project requests and a top-down approach to defining priorities based on corporate objectives, strategies, a clear understanding of required capabilities, and then coherently designed strategic initiatives that identify project dependencies.



Effective governance depends on Enterprise Architect blueprints. Much of our work with clients addresses the organizational and process-oriented aspects such as setting up a Program Management Office and operationalizing the processes for project management, release management, capacity management, demand management, operations management, software development, and deployment. We often help our clients with their IT budgets and ensure that funding decision gates are established throughout the SDLC.

Our Enterprise Architecture and Governance engagement usually begin with a short assessment and recommendations. New statements of work are created after that to address some of the more urgent recommendations. Depending on the situation and client size, our services may be delivered on a part time basis using one senior consultant or with a small team of full time consultants. Most work is performed on-site and all deliverables are customized to the clients' needs. Our 'mentoring through delivery' approach helps to operationalize what has been defined, along with formal training and leading pilot projects.

eBRIDGE also does a significant amount of vendor management for our clients. This includes creating the business case, eliciting and managing requirements, administering the RFI and RFP processes, scoring/selecting and negotiating with the vendor, writing and managing statements of work, licenses, and maintenance contracts. Our vendor management services are normally provided a time and materials basis and can be broken into phases. We may be leveraged for only one or two phases or for the entire implementation.

**References:**

<b>Category:</b>	<b>Technology Advisory Services</b>
<b>Project Description:</b>	<p>PwC lost much of its IT capability when it divested its IT consulting unit. The decentralized management structure of the new IT department made it difficult to prioritize projects for several major initiatives. Managing the implementations also seemed daunting.</p> <p>SIBRIDGE helped PwC move to a disciplined approach to project portfolio management and investment rationalization. We applied frameworks, structure, processes, tools, and culture change throughout their department for decision and control purposes. We brought in and customized an SDLC and integrated it with investment rationalization, release management, and enterprise architecture processes. We integrated and enhanced existing tools sets rather than promulgating expensive tool suites. SEI CMM measurement concepts were introduced to inspire continual improvement.</p> <p>This solution enabled PwC to self-govern and mature their new IT delivery and management processes and establish the IT department as a predictable, improvable cost center.</p>
<b>General Value of Project:</b>	\$1,000,000
<b>Length of Project:</b>	2 years
<b>Customer's Name:</b>	PricewaterhouseCoopers
<b>Contact's Name:</b>	Donna Hansen
<b>Telephone Number:</b>	813-348-8818
<b>eMail Address:</b>	<a href="mailto:donna.hansen@us.pwc.com">donna.hansen@us.pwc.com</a>

<p><b>Category:</b></p>	<p><b>Technology Advisory Services</b></p>
<p><b>Project Description:</b></p>	<p>This client faced challenges in the integration of disparate systems and processes responsible for the collection of chargeable records generated out in the field. They did not have resources, experience and skill to manage the shifts in thinking, scale and technology.</p> <p>The reason for this issue was growth and system proliferation through numerous merger and acquisition activities.</p> <p>Securus Technologies realized that in order to maintain reasonable service levels in their customer's service, it needed to unify records collection processes and increase visibility into the metrics of their customer affecting billing processes.</p> <p>Budget and time constraints required this integration model to integrate all the existing legacy systems irrespective of the platforms and operating systems that their numerous systems were based upon, and be flexible enough for the following specifications:</p> <ul style="list-style-type: none"> <li>□ New and advancing platforms, databases, and development technologies for the source and target</li> <li>□ Messaging exchange patterns (MEP) supporting industry standards and internal processes</li> <li>□ Numerous external input and output data formats for the source and target (EBCDIC, ASCII, Binary, etc.)</li> <li>□ Disparate frequency of data transfer and outage periods</li> <li>□ On-net and Off-net system connectivity details</li> <li>□ Uncommon, legacy, and standardizing file structures that were being processed, if applicable</li> </ul> <p>Finally, the demands of growth through acquisition demanded a solution demonstrating enough scalability to enable new systems to be easily plugged into this solution in the future with minimal changes.</p> <p>eBRIDGE provided the resources and experience to deliver an end-to-end integration solution to meet Securus' needs. After engaging in a short needs analysis, eBRIDGE not only implemented an integration solution unifying this customer's processes, but eBRIDGE resources executed on a number of related operational business cases including:</p> <ul style="list-style-type: none"> <li>□ A solution to monitor system availability and a process to correlate system utilization metrics</li> </ul>

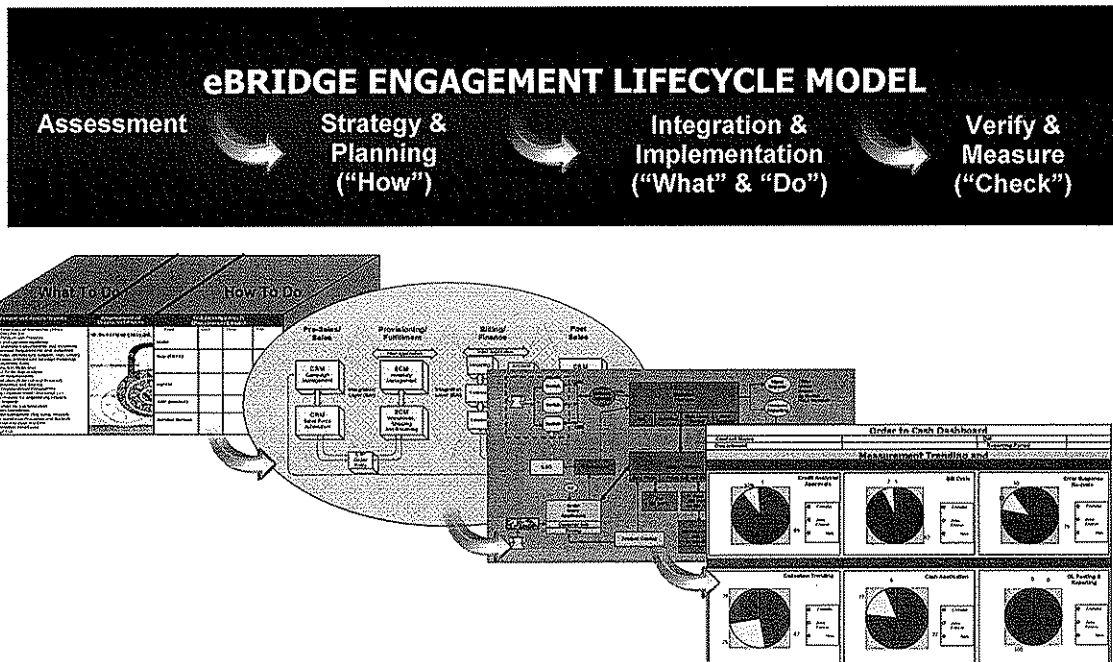


	<ul style="list-style-type: none"> <li>□ Integration source control via a source management tool and associated processes</li> <li>□ Deployment activity checklists</li> <li>□ More rigorous change control procedures</li> <li>□ A more detailed interface specification template for deployment into the documentation repository</li> <li>□ Specific recommendations on mechanisms to support reliable delivery of transactions</li> </ul> <p>In addition, a follow-up audit brought attention to Securus' need to improve security and implement more structured configuration management techniques.</p> <p>Securus Technologies now collects, processes, and measures over 1,200,000 chargeable records per day on a unifying integration platform. With the use of a common data format (CDF), Securus can now continue to support their numerous field systems, extending their lifetime and use.</p> <p><i>"I want to commend the eBRIDGE team for their leadership and delivery at Securus. The eBRIDGE team has been instrumental in setting new technical direction with regards to application integration and data movement through EAI technologies. As you know, the DNA application was promoted to production last week and would not have been accomplished with their (eBRIDGE) leadership. I very much appreciate their efforts."</i></p>
General Value of Project:	\$700,000
Length of Project:	12 months
Customer's Name:	Securus Technologies
Contact's Name:	Greg Haertling, Acting CIO
Telephone Number:	972-953-4280
eMail Address:	ghaertling@evercom.net

Category:	<b>Technology Advisory Services</b>
Project Description:	<p>Product Quality was trending poorly for ERI (Telecom Equipment Manufacture) who had experienced rapid growth but had continued to maintain a start-up mentality. The company also was not able to predict product availability and cost. With the upcoming introduction of the next generation optical switch, they quickly discovered that complexity and multiple product lines would not scale through "osmosis".</p> <p>SIBRIDGE provided an integrated (hardware and software) Systems Development Lifecycle process that enabled clear work product accountabilities within the Engineering Department and we provided PMO, Project Management, and Product Management processes with control gates to govern the projects effectively.</p> <p>ERI has standardized on these new processes and they re-baselined their optical switch project to use the SDLC going forward. This pivotal project is back on-track for market introduction.</p> <p><i>"I would like to thank you for your work, kindness, and thoughtfulness. I think your approach and attitude toward consulting and change management are correct. I know that it is extremely difficult to come into an organization like ours, negotiate the relationship, overcome the fear and suspicion, gain the trust of the people and be productive. You managed all these issues gracefully and effectively and you did a great job in the limited time that was given to you." -- Moshe Suberri – Head of Software Engineering</i></p>
General Value of Project:	\$500,000
Length of Project:	1 year
Customer's Name:	Eastern Research, Inc.
Contact's Name:	Mike Doyle, CEO
Telephone Number:	856-983-7111
eMail Address:	mdoyle@erinc.com

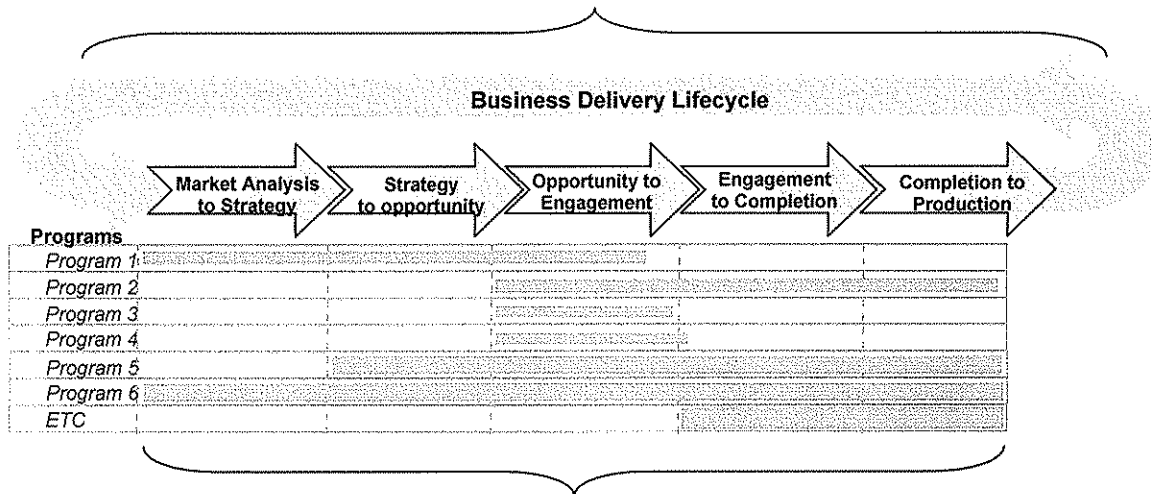
## Major Project Implementation (including Project Management)

eBRIDGE Consulting has provided Major Project Implementation services as a core delivery offering for many of our clients. eBRIDGE Consulting offers a unique blend of Program Management, Governance, Change Management, and Project Management to deliver Major Project Implementation based on the client's need in terms of budget and time frame. Our Major Project Implementation methodology is based on four pillars of activities:



Our Major Project Implementation methodology includes assisting our clients in assessing the true needs of the project by analyzing and scoping "what to do" and "how to do it". By aligning the clients' strategies and goals, our project implementation consultants builds the plans necessary to execute the Integration and Implementation of the development and business process engineering stages of all projects and programs. We help to institute these disciplines by establishing organizations, processes, methodologies, and best practices. We constantly verify and measure the project implementation progress to insure that clients' goals and strategies continue to be aligned to the project/program scope.

**Standardized views and a common language of  
“how the business runs” and “how it is changing”.**



**Ability to evaluate alternatives  
Program Planning**

By deploying our Business Architecture standards, our program and project managers drive the necessary details to successfully engage and size projects/programs into executable tasks maximizing the limited time and resources of our clients.

**References:**

Category:	Major Project Implementation (including Project Management)
Project Description:	<p>Automate the new business point of sale process to allow Health Market’s sales agent to be more productive. Implement the new Point of Sale (POS) tool set that is easy to use, regulatory compliant, and reduce underwriting cycle time. Automated application of Underwriting and New Business rules and workflow</p> <ul style="list-style-type: none"> <li>– Electronic capture and submission of all required enrollment forms at point of sale.</li> <li>– Enables operational efficiencies for ASG</li> <li>– Automate underwriting decision process</li> <li>– Improves risk selection</li> <li>– Reduce time to issue</li> <li>– Enables marketing of new products across multiple channels via an internet portal</li> <li>– Enables the capturing and storage of data for analytical use.</li> </ul>

	<p>eBRIDGE helped Health Markets achieve the goals and objectives for a project that had failed three previous attempts. eBRIDGE program managers applied our frameworks, processes, methodologies, and culture change throughout the business and IT departments for execution and decision making needs. eBRIDGE evaluated many development vendors required to execute on the development effort while maintaining a control/measure discipline to achieve budgetary and schedule goals.</p> <p>This solution enabled Health Markets to deploy many of our standard Program Management discipline within their culture for other major project implementation efforts.</p>
General Value of Project:	\$7,000,000
Length of Project:	1 years
Customer's Name:	Health Markets
Contact's Name:	Doug Kornegay (Vice President – Underwriting and New Business)
Telephone Number:	817-355-3271
eMail Address:	doug.kornegay@healthmarkets.com

Category:	<b>Major Project Implementation (including Project Management)</b>
Project Description:	<p>The need to define, design, and implement a VoIP integration SCN (Secured Call Network) was required to implement a next generation integrated voice platform for the client Securus. eBRIDGE proposed many architectural approaches including an integrated SCN solution/proposal and won the bid to implement the solution (including the project management role).</p> <ul style="list-style-type: none"> <li>- SCN allows calls to be made safely (originating secured VoIP calls) for the end customers.</li> <li>- Integration platform allows tracking and monitoring real time (near real time) call detail information.</li> <li>- Integration platform allows seamless communication for e-Commerce, billing, and customer care services.</li> <li>- Successfully managed projects required to implement the integration platform to track the various activities required.</li> </ul> <p>eBRIDGE successfully supported Securus achieve the goals and objectives for this project. eBRIDGE project managers applied our frameworks, processes, methodologies, and culture change throughout the IT departments for the decision execution required. eBRIDGE evaluated the many vendors/3<sup>rd</sup> party resources required to execute on the</p>

	<p>development effort while maintaining a control/measure discipline to achieve budgetary and schedule goals.</p> <p>This solution enabled Securus to deploy many of our standard Project Management disciplines within their culture for planning other major integration efforts.</p>
General Value of Project:	\$1,500,000
Length of Project:	1 years
Customer's Name:	Health Markets
Contact's Name:	Greg Haertling (CIO)
Telephone Number:	972-277-0321
eMail Address:	ghaertling@securustech.net

Category:	<b>Major Project Implementation (including Project Management)</b>
Project Description:	<p>The need to define, design, and process architect the next generation wireless products for the WiMAX/WiFi network for the client Sprint was required. eBRIDGE proposed an integrated Business Architecture approach for the product and user centric process models including as well as the project management role for this program .</p> <ul style="list-style-type: none"> <li>- Session leads for the gathering of the business capability requirements.</li> <li>- Session leads for the gathering of functional and system requirements.</li> <li>- Product and user centric process models using the BPM (business process modeling) tool ProVision.</li> </ul> <p>eBRIDGE successfully supported Sprint achieve the goals and objectives for this project. eBRIDGE project managed the facilitation and project scheduling of the sessions required to gather business and system requirements to build the product and user centric process models. eBRIDGE applied our frameworks, processes, methodologies and experience to execute on the modeling effort while maintaining a control/measure discipline to achieve budgetary and schedule goals.</p>
General Value of Project:	\$100 million
Length of Project:	2 years
Customer's Name:	Sprint Corporation
Contact's Name:	Bill Branch (Vice President – Enterprise Architecture)
Telephone Number:	913-315-6623
eMail Address:	Bill.g.branch@sprint.com

## Enterprise Application Integration

Enterprise Application Integration (EAI) requires a strategic and coordinated view of an organization’s integration needs. In many cases, firms are pressed to provide tactical solutions, addressing these needs on an ad hoc and piecemeal basis. This often results in a proliferation of interfaces that demand a high costs associated with their management and maintenance.

This approach, however, has become unsustainable and a drain on IT resources. Enterprise integration is suited where an organization’s business requirements dictate the need for the real-time processing of complex business processes across different IT applications and parts of the enterprise. Enterprise integration solutions typically involve some form of integration that coordinates the flow of information from one IT application to another. Importantly, however, organizations should not underestimate the many technical and management challenges that need to be overcome in order to achieve enterprise integration success. We have become adept at providing the capabilities for individual IT applications to be integrated in order to support new business requirements that cross business functions, manage information flow, and compose processes.

eBRIDGE provides Enterprise Application Integration (EAI) skills to the generic kinds of business problems that enterprise integration can help solve including:

- Information aggregation: Aggregating, organizing, and presenting information from multiple IT sources in one single view
- Single point of data entry: Replacing the need for manual and duplicate data entry into multiple IT applications with data entry into a single IT application
- Process inefficiency: Reducing the effort and time required to complete business processes and eliminating manual inefficiencies
- Web channel integration: Enabling Web-based customers and partners direct access to the services provided by existing business systems

Most notably, however, is that eBRIDGE provides a framework to EAI that enables a holistic view of EAI implementation and management. This framework identifies five major categories of integration requirements; key areas of focus provide a surround for a supportable, extensible solution:

- Connectivity
- Process support
- Data exchange
- Security
- Quality of service

Our experience includes:

<b>Category:</b>	<b>EAI Architecture and Implementation</b>
<b>Project Description:</b>	An enhanced telecommunications customer required a system that provided analytics and insight over their billing and calling patterns. Using SQL Server, eBRIDGE architected and created a data warehousing solution responsible for the collection, benchmarking and decision

	support interfaces of this organization's 3300 premise based telephony platforms. Customer was extremely satisfied with the finished product. <a href="http://www.securustech.net">www.securustech.net</a>
General Value of Project:	\$300,000
Length of Project:	8 Months
Customer's Name:	Securus Technologies, Inc
Contact's Name:	Greg Haertling
Telephone Number:	1-972-277-0300
eMail Address:	ghaertling@securustech.net

Category:	<b>EAI Architecture and Implementation</b>
Project Description:	A trucking and logistics client required a transaction hub to be architected and implemented as a means to begin the aggregation and financial control over order and shipping. This solution, originally aimed at enabling routing efficiencies between trucking lines, is now seen as the pilot project for a larger Service Oriented Architecture that eBRIDGE is now actively engaged in. Customer was extremely satisfied with the finished product. <a href="http://www.yrcw.com">www.yrcw.com</a>
General Value of Project:	\$300,000
Length of Project:	6 months
Customer's Name:	Yellow Freightways
Contact's Name:	Bill Varney
Telephone Number:	817-800-8005
eMail Address:	

Category:	<b>EAI Architecture</b>
Project Description:	A telecommunications giant required architectural standards and governance over their messaged based integration development and architecture. eBRIDGE provided several architects to help continue the development of standards and patterns for their integration and messaging efforts. Customer was extremely satisfied with the finished product. <a href="http://www.bellsouth.com">www.bellsouth.com</a>
General Value of Project:	\$300,000
Length of Project:	6 months
Customer's Name:	Bell South
Contact's Name:	Paul Fox
Telephone Number:	
eMail Address:	paul.fox@bellsouth.com



## Migration of Legacy Systems

Since its inception, one of the major focuses of eBridge has been to help clients plan and implement major technology transitions from existing architectures to more modern and adaptable systems. Our consultants have backgrounds in software development on most legacy platforms, and over the years they have acquired skills in architecting, designing, developing and implementing systems utilizing leading edge technologies – SOA, Web Services, Object Databases, Voice over IP systems, imaging and workflow systems, middleware messaging systems, object-oriented languages (Java, C#, Smalltalk, ASP.net, JSP, JavaScript, etc.), COTS packages, and others.

eBridge has consistently provided guidance to Fortune 500 companies in the areas of systems portfolio assessment, systems evaluation and selection, strategic systems replacement planning, and development of multi-year transition roadmaps for both the applications and the infrastructure needed to integrate legacy and replacement applications. We work first with the business and Information Technology leaders to understand goals, visions and business issues driving the need for modernization. We then develop the strategy and roadmaps, and then together with the development teams and architects, we get down into the details of how data structures, code, processes, infrastructure and interfaces will need to change.

From the references below, we have a wide array of such experiences, and we have helped numerous companies smoothly transition to the desired future state.

<b>Category:</b>	<b>Migration to COTS Environment; Systems Integration</b>
<b>Project Description:</b>	<p>As a new start-up subsidiary of HealthMarkets, the vision for Insphere was to create the systems infrastructure from scratch using mainly COTS products and external service partners that could provide web-enabled services for many of the business processes. The final make-up of the systems infrastructure consisted of more than 20 external applications/partners interfacing with 12 internal systems. Of the 12 internal systems, four were COTS packages (MS CRM, VUE, SharePoint, Global-360 Imaging) and the remaining 8 were custom in-house developed programs. eBridge senior consultants were brought in to help architect the infrastructure and focus on the overall integration and interfaces of the complex mix of applications.</p> <p>eBridge focused on mapping applications to the business process flows, documenting the necessary data flows and status changes involved in the system</p>

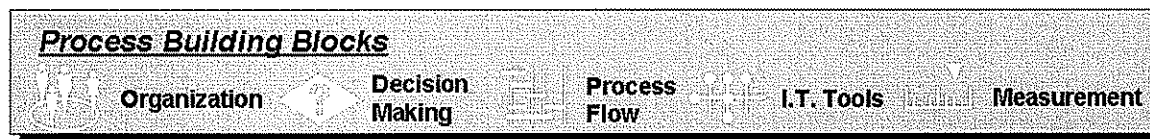
	<p>interactions, and identifying gaps where interfaces required enhancing. From the highest level architectural diagrams to the low level process and value stream diagrams, these artifacts were used to continually keep the separate teams aware of the current state of design, and they were used to keep upper management and stakeholders apprised of current decisions and planned operational flows.</p> <p>eBridge also lead the effort to develop the security and single-signon (SSO) architecture which was a critical aspect of integrating such a complex mix of internal and external applications.</p>
Length of Project:	6 months
Customer's Name:	Insphere (a subsidiary of HealthMarkets)

Category:	<b>Legacy Migration; Architecture</b>
Project Description:	<p>eBridge was selected to assist HealthMarkets in establishing an Enterprise Architecture team and assisting in the selection and implementation of an enterprise class middleware and messaging product. After selection and purchase of the product, eBridge helped define SOA standards for the organization, design the highest level services for claims processing, and develop the initial proof of concept.</p> <p>eBridge was then asked to develop a comprehensive roadmap for migrating the company from out of date legacy applications to a future state of SOA-based systems. eBridge guided the development team in developing the first applications using Tibco BusinessWorks. eBridge also developed the infrastructure linking the mainframe applications to distributed applications via formal messaging/middleware technologies.</p>
Length of Project	1 year
Customer Name	Health Markets
Contact	Greg Haertling (CIO)
Phone	972-277-0321
Email	ghaertling@securustech.net

Category:	<b>Legacy Integration Enablement</b>
Project Description:	<p>The City of Charlotte, NC, needed a better architecture for integrating the numerous systems used in various city departments. Information captured in each individual system was not available to other systems, and city leaders and staff were required to use too many methods to access consolidated information to run the operations effectively.</p>

	<p>eBridge was asked to assess the situation and recommend solutions. eBridge first performed a city-wide Service Oriented Architecture readiness assessment and developed a roadmap of the proposed migration steps in a formal SOA Adoption Plan. After approval by the City CIO, eBridge established the Enterprise Architecture role and developed the Enterprise Architecture standards which would be followed in executing the SOA Adoption Plan and roadmap.</p> <p>eBridge tailored a SOA methodology for the City, the Interface First Integration Methodology, which places emphasis upon the design of the interface prior to use or implementation of the service functionality. The methodology provided guidance to the City IT department on how to begin integrating systems in a way that utilized other SOA standards adopted by the City.</p> <p>The actual SOA standards were then developed, including the City SOA Standards, the Service Interface Specification Standard, the Web Service Standard, and the Integration Architecture Reference Model. All standards and the methodology were accepted by the City and adopted in 2008.</p> <p>Finally, eBridge provided ongoing architectural review of various RFP's and Professional Service Contracts to assure compliance to the new standards.</p>
Length of Project:	9 months
Customer's Name:	City of Charlotte, NC
Contact's Name:	Jeff Stovall, CIO
Telephone Number:	1-704-336-2460
eMail Address:	jstovall@ci.charlotte.nc.us

## Quality Assurance Review and Associated Services



eBRIDGE Consulting assists clients with establishing Program Management Offices (PMO) to include establishing the organization, the decision making policies, the process flows, the tools, and the metrics. By doing so, we enable the PMO to perform project quality assurance reviews within their own organization. The PMO's responsibilities generally include:

- Project Management
  - Core Team Leader management
  - Ongoing project management training & skill development
- Development Process
  - Own and maintain the process guidelines
    - Support electronic library & maintain templates
  - Maintain process best-practice library
  - Serve as a focal point for soliciting suggestions & driving improvements
  - Facilitate Concept Assessment Team (CAT)
- Pipeline Management and Prioritization
  - Develop & update models & tools
  - Lead & facilitate the Project Delivery Plan Team
  - Compile reports & analyses for PAC use
- Resource Management
  - Assist in resource assignment and the identification and resolution of resource constraints
- Metrics
  - Collect metric information to evaluate Development Process performance and determine areas for improvement
- Project Approval Committee (PAC)
  - Schedule PAC meetings and prepare meeting agendas
  - Assemble, package and distribute materials for Gate Review meetings
  - Facilitate the PAC in its Gate Review decision making and process steering committee roles
- Core Teams
  - Conduct development process training
  - Provide guidance to Core Teams on the utilization and customization of development processes
  - Archive key project materials

### Approach

The general concepts and practices to be employed involve process development and enhancement that facilitate a move from project-centric management of resources,

schedules, scope, and cost to an enterprise-focused program management that allows successful program practices to be captured and repeated in subsequent projects.

Our intent is to increase program and project management maturity by implementing process and methodology best practices that incorporate the integration of key program elements, such as project tracking (scheduling), resource capacity management, risk mitigation and issue tracking, change management, enterprise reporting, and cost analysis. At the project level, common phases of a project – initiating, planning, executing, controlling, and closing – will be mapped to the SLDC process framework. All projects are accountable to that process. Program Management, however, acts as the single point of accountability and is the central mechanism for:

- The strategic vision and the consistent application of that vision through all components of the program
- Synergy among the different projects by coordinating and integrating the individual projects into the overall program
- Managing all the initiatives to realize the identified benefits
- Monitoring schedules, resources and costs to limit the risks and variances to the plan

Program management encompasses and oversees individual projects thereby creating economies of scale by centrally managing interdependent projects simultaneously. It reduces the risk normally associated with conducting multiple projects simultaneously by identifying, tracking and managing project and schedule interdependencies. The primary reason for using a PMO is to ensure the focus of all efforts is consistent with business goals. The PMO is the mechanism ensuring desired business values and results are achieved.

### **Performance Standards & Controls (Measurements of Success)**

The overall effectiveness of the service provider will be measured as follows:

1. Completion of the following deliverables:
  - a. Capacity Management process allowing utilization tracking and forecasting of project resources
  - b. Risk Management process at the project level and Issue Tracking process at the enterprise level to facilitate mitigation of risks and closures of issues
  - c. Risk Assessment and Mitigation Document
  - d. Issue Tracking Process Document
  - e. Tracking of basic Earned Value
  - f. Program-level milestone tracking chart
  - g. Project Management Training Document and PMO orientation for Project Managers
  - h. PMO components analysis
  - i. Weekly Projects Review Process and Reporting Format
  - j. Change Management strategy for the PMO
2. Client Satisfaction with the final product delivered
3. Coaching and development of team members as needed

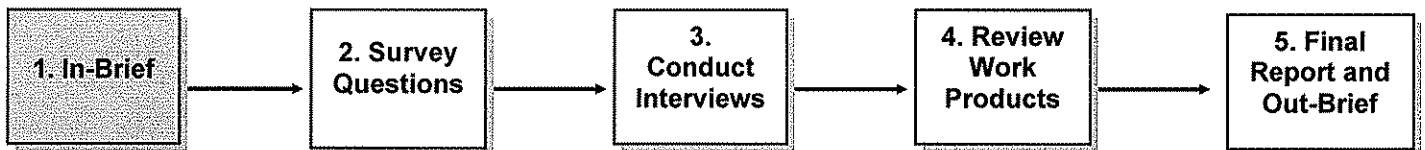
4. Ensuring any and all knowledge transfers are accomplished prior to engagement closure

**EXTERNAL REVIEWS**

A third party is often needed to conduct Quality Assurance Reviews. eBRIDGE Consulting frequently provides formal and methodical examinations and reviews of an organization’s capabilities or compliance within a specific area of interest. Such reviews evaluate Program and Project Management processes as well as the Software Delivery Lifecycles. Compliance audits may support Sarbanes-Oxley, ISO, CMMi, or other regulations. These reviews may be of the entire IT organization but are often applied to specific programs or to high-visibility, high-risk projects. These audits are proactive measures to examine the current capabilities and identify gaps within the program and project management processes, procedures, and work products.

Below, a general audit methodology is outlined at a high-level.

**1. In-Brief Presentation**



- Key talking points during In-Brief:
  - Audit Definition
  - Duration of the Audit
  - Scope of the Audit
  - Audit Process
  - Target Areas
  - Deliverables
  - Roles and Responsibilities
  - Impacts
  - Assumptions
- Required artifacts for the In-Brief:
  - PowerPoint presentation
  - Hard copies of presentation

**2. Modify Survey Questions**



- Identify Interviewees:

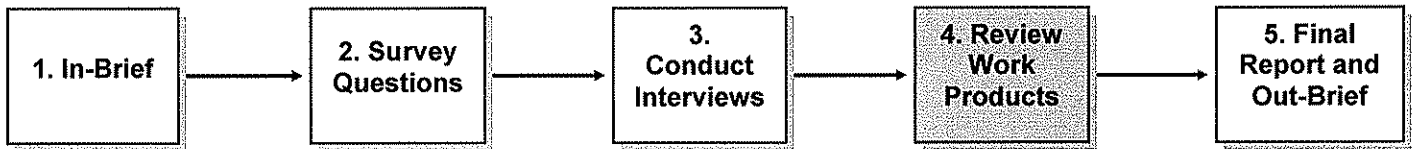
- Identify personnel associated with each role
- Acquire contact information for each interviewee
- Customize Survey questions in accordance with:
  - Client organization
  - Scope of audit
  - Current client PM processes
  - Schedule interviews
- Plan for make-up sessions in the event any interviews are cancelled

**3. Conduct Interviews**



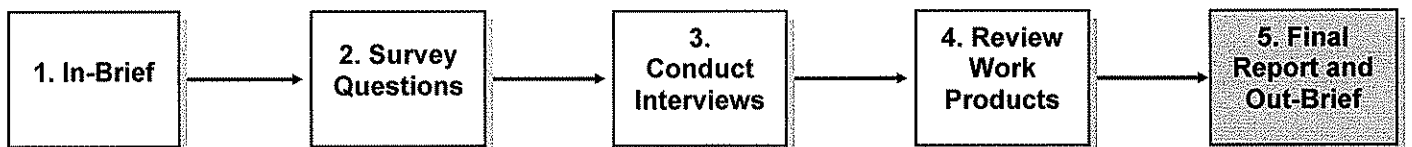
- Conduct the interview:
  - Go through Survey questions for the role
  - Go through the appropriate section(s) of the Program Operational Review Checklist
  - Ask follow-on questions as needed
  - Request required Work Products (if applicable), using the Work Products Inventory
  - End interview on time

**4. Review Work Products**



- Use Work Product Inventory to ensure all items have been received
- Review each Work Product:
  - Use the Operational Review Checklist to determine viability
  - Make a log of all deficiencies and best practices
  - Return Work Products to owners if required

**5. Final Report and Out-Brief Presentation**



- Using Surveys and Work Product analyses, prepare Final Report:

- Report on the following areas:
- Program Initiation
- Scope/Requirements Management
- Resource Management
- Financial Management
- Project Scheduling
- Program Reporting
- Program Execution
- Phase (Milestone) Reviews
- Issues and Risk Management
- Quality Assurance Management
- Knowledge Management
- Change Management
- Project Closure
- Cover the following for each area:
- Best Practices
- Deficiencies
- Grade (A – F)
- Key talking points during Out-Brief:
- Review Interviews Conducted
- Review Work Products Reviewed
- Audit Results:
- Areas Not Audited (and why)
- Key Best Practices
- Key Deficiencies
- Grades for each area
- Impact of Deficiencies on PM effectiveness
- Areas Needing Immediate Attention
- Current PM Maturity
- Recommendations
- Final Report Distribution
- Acknowledgements and Thanks
- Required artifacts for the In-Brief:
- PowerPoint presentation
- Hard copies of presentation

## 6. Next Steps

- Final Report is presented to client sponsor and leadership during the Next Steps Meeting
- Next Steps Meeting will review findings and where the client should consider improvements
- Final client Sign-Off occurs at this meeting



## **DELIVERABLES FOR EXTERNAL REVIEW**

### **Requirements Statement**

This document outlines the requirements and assumptions necessary to complete the program audit. It contains required accesses, documents and artifacts to be provided for review, and supporting facilities and materials.

The purpose of the statement document is to ensure all assumptions and requirements are clearly communicated to the client. This is essential for ensuring the optimum environment for successful audit completion and minimizing the risk of undue obstructions or oversights interfering with the timely completion of the audit.

This statement is to be completed and signed off by the audit's client sponsor prior to the In-Brief Presentation.

### **In-Brief Presentation**

The In-Brief Presentation is an overview of the audit and serves as the "kick-off" for the start of the program audit.

The purpose of the briefing is to provide the client a clear understanding of the program audit process as well as what to expect during the audit. It also provides a timeline of progress and what deliverables will be completed.

The briefing should be open to all audit participants. However, client leadership may decide to limit the audience to only program leads.

### **Interviews Log**

This document is a log of what interviews were accomplished, including who was interviewed, where the interviews occurred, and when they occurred. The purpose of this log is to show evidence that due diligence was exercised in the completeness of key personnel interviews and to support audit findings.

### **Final Report**

The Final Report is the findings of the program audit in written form. It should mirror the Out-Brief Presentation. It will contain detailed analysis of client best practices and deficiencies needing correction. The analysis information is acquired from interviews with program personnel and reviews of work products.

The delivery of the Final Report serves two key purposes. First, it serves as a close to the formal program audit process and concludes the engagement. Second, it acts as a jump-off point into discussions for "Next Steps."

The report will be presented to the client sponsor and other designated leaders after the Out-Brief Presentation during the final "Next Steps" meeting.

### **Out-Brief Presentation**

The Out-Brief Presentation is the final activity of the program audit process. It provides information on the findings of the audit to program members. The Final Report findings should feed the presentation content.

The purpose of the presentation is to wrap up the audit and provide insight into findings for program personnel and leadership. The client should be encouraged to have all audit participants present.

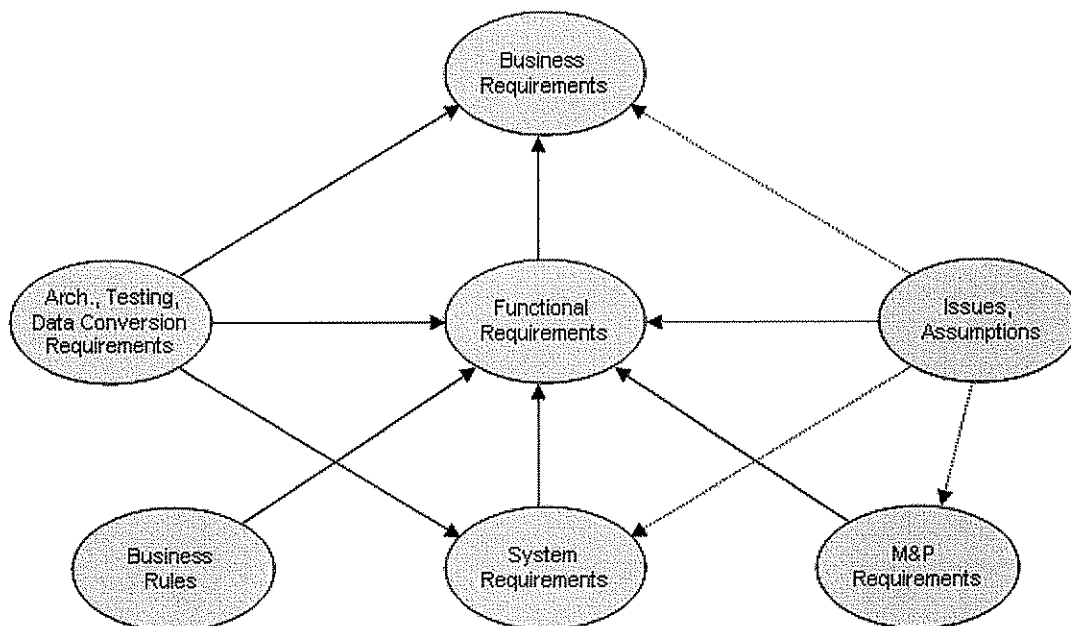
**SDLC**

eBRIDGE Consulting establishes appropriate Software Delivery Lifecycle processes for our clients. We bring in a proven methodology or work with existing client methodologies and customize them to improve the effectiveness of the organization. The Methodology defines the Work Products produced in the delivery process, as well as the rules and relationships that govern them. Detailed process flows are used to depict work products, roles and responsibilities, and the entrance and exit criteria for each phase of the process. The benefits and objectives of these engagements are:

- Aligns Business & Technology strategies earlier and throughout...
  - Early: Evaluate, Feasibility
  - Investment Rationalization Integration (Funding and Prioritization) linkage
  - Required Client touch points & signoffs designed throughout lifecycle.
  - Portfolio Architecture role: Business & Technology focused
- Integrates and standardizes Work Products and Tools
- Employs a process-driven approach to requirements gathering
  - Best Practice: Functional Requirements > Concept > Logical > Physical
  - Just enough information, just in time.
  - Work Product entrance/exit criteria, relationships, roles defined
  - Metrics will allow us to calibrate the SDLC to get better
- Employs a resource management science to optimizing resources
  - Disciplines: Capacity Planning and Release Management
- Enables adaptability while preserving discipline and rigor
  - SDLC accommodations:
    - Maintenance, Enhancements, Projects
    - Legacy vs. OO Development
    - Package vs. Custom
    - Waterfall vs. Iterative
- Aligns with the Investment Rationalization Process

A good SDLC will ensure the traceability of Requirements through Testing. The chart below illustrates this concept:

*Requirements Traceability*



**References:**

<b>Customer Name</b>	<b>Eastern Research, Inc. (ERI) (SDLC and PMO Processes)</b>
<b>Customer Industry</b>	Telecom Equipment Manufacturer
<b>Customer Location</b>	Moorestown, NJ (Philadelphia suburb)
<b>Critical Business Issue (Pain)</b>	Product quality was trending poorly. The CEO was not able to predict product availability (time) and product cost. In addition, product quality was starting to erode their reputation in the marketplace. This was most disturbing since they built their reputation on providing excellent "custom products" and superior client intimacy.
<b>Reason for Issue</b>	ERI had experienced rapid growth but had continued to maintain a start-up mentality. The company did not have a standard Systems Development Lifecycle (SDLC). The introduction of a new generation optical switch exposed their deficiencies in understanding basic systems development. They quickly discovered that complexity and multiple product lines would not scale through "osmosis". This was not <i>'their daddy's Oldsmobile'</i> anymore.
<b>Their Need</b>	The company needed an integrated (hardware and software) Systems Development Lifecycle process that provided clear work product accountabilities within the Engineering Department and provided Project Management and Product Management processes with control gates to govern the projects effectively.
<b>Service We Provided</b>	<p>1. We defined and implemented a Product Lifecycle process, which addressed hardware and software development. Front-ending these processes were Product Planning and Architecture. The new SDLC:</p> <ul style="list-style-type: none"> <li>• Is more detailed in how each milestone is met while keeping bureaucracy at a minimum</li> <li>• Emphasizes Quality</li> <li>• Strengthens front-end of the process through formalized requirements gathering and analysis</li> <li>• Provides disciplined risk analysis and mitigation plans</li> <li>• Formally defines key development roles (System Engineers, Architects, etc.)</li> <li>• Empowers the PMO role <ul style="list-style-type: none"> <li>➢ Better planning / more predictable dates and costs</li> <li>➢ Better control of spending and schedules</li> <li>➢ Allows more time spent on customer facing issues</li> </ul> </li> <li>• Defines measurements for performance</li> <li>• Clarifies roles and responsibilities of everyone</li> <li>• Defines process and the deliverables required <ul style="list-style-type: none"> <li>➢ Repeatability</li> <li>➢ Scalability</li> <li>➢ Discipline in producing needed documentation</li> </ul> </li> </ul> <p>2. We established PMO processes, which focused the organization</p>

	<p>on governance projects as well as orchestrated activities across organizational boundaries.</p> <ul style="list-style-type: none"> <li>• Identification and development of project management methodology, best practices, and standards</li> <li>• Clearinghouse and Management for project policies, procedures, templates and other shared documents</li> <li>• Centralized configuration management</li> <li>• Central office for operation and management of enterprise-wide project management tools</li> <li>• Central coordination of communication management across projects</li> <li>• Central monitoring of all PM project timelines and budgets</li> <li>• Coordination of overall project quality standards</li> </ul>
<b>Results of Solution for Client</b>	<p>ERI is standardizing on the new SDLC 4Q05. They have re-baselined their optical switch project to use the SDLC going forward. This pivotal project is back on-track for market introduction.</p>
<b>Project Start &amp; End Dates/ Cost</b>	<p>Engagement started in March '05 and is expected to end in Jan. '08 Project Cost - \$160,000</p>
<b>Reference Contact Name, Title &amp; Quote</b>	<p>Moshe Suberri – Head of Software Engineering</p> <p><i>"I would like to thank you for your work, kindness, and thoughtfulness. I truly enjoy our conversions. I think your approach and attitude toward consulting and change management are the correct one. I know that it is extremely difficult to come into an organization like us, negotiate the relationship, overcome the fear and suspicion, gain the trust of the people be productive.</i></p> <p><i>Dave, you managed all these issues gracefully and effectively and you did a great job in the limited time that was given to you."</i></p>
<b>Internal Contact</b>	<p>Dave Wiltz, 972-746-7722, <a href="mailto:dave.wiltz@sibridge.com">dave.wiltz@sibridge.com</a></p>

<b>Customer Name</b>	Evercom (Securus)
<b>Customer Industry</b>	Telecom Services to Correctional Institutions
<b>Customer Location</b>	Irving, TX Corporate Office & Allan, TX Data Center
<b>Critical Business Issue (Pain)</b>	Too many calls are blocked or do not go through due to lack of billing information or low scoring
<b>Reason for Issue</b>	Their business model is characterized by high risk with a lower than normal customer economic status. Prisoners can not receive calls and can only call out to people willing to accept a collect call or a prepaid call from the inmate. Project was underway and eBRIDGE was called in to ensure project success.
<b>Their Need</b>	They needed to: <ul style="list-style-type: none"> <li>- greatly reduce previous risks while increasing potential take from the same customer base</li> <li>- increase customer satisfaction rating</li> <li>- enable new investigative features like call monitoring and control</li> <li>- reduce expensive transport costs.</li> </ul>
<b>Service We Provided</b>	Architected, Project Managed and Mentored the Evercom team on the planning and implementation of the solution. VOIP Implementation Project – 'First Call Connect'
<b>Technical Solution We Provided</b>	<p>VOIP Software Solution from BayPackets - Agility SIP Application Server, Software Development Kit, Advanced Element &amp; Service Management Systems (EMS &amp; SMS)</p> <p>The deployed architecture is as follows:</p> <ul style="list-style-type: none"> <li>- Java/SIP custom code on a JBOSS Application Server</li> <li>- Oracle based Event Model (the leading arms of rTracker)</li> <li>- Bay Packets Agility SIP Application Server</li> <li>- Convedia Media Server</li> <li>- Brooktrout/Snowshore Media Gateway</li> </ul> <p>These brand names are all market leading, considered to be Gartner Group Magic Quadrant in their respective spaces. Additionally, this is a standards-based solution, using SIP, MGCP (media gateway control protocol), J2EE frameworks under JBOSS, and a smattering of Event Driven messaging.</p>
<b>Functional Capability We Provided</b>	The solution enables Evercom to stay interact with the call for the duration of the call. This project enables an account to be established for a call attempt typically blocked due to no prior

	<p>billing relationship with the called party. In addition to simply placing the call, this framework enables Evercom to decide how long a call may proceed, based upon proprietary scoring of the customer, and interrupt the call after a sense of urgency is created.</p> <p>VoIP allows Evercom to remain in the call path for the lowest possible transport cost.</p>
<b>Results of Solution for Client</b>	<p>Put into production with a price tag of just under \$900K (\$400K in capital hardware, software and network), this system has reduced the time for product rollout to 400 sites from over 20 weeks to less than 3 weeks (and they are only pacing themselves to allow the call center to train for this skill set).</p> <p>To date, with only 100 phones for the pilot (out of the potential 3000 phones that qualify for this call flow type), they have already taken 80 calls per day. This leads to volumes of 2400 per day (incremental above the current load) that used to be blocked in which they now have a better chance to place a pre-paid account (due to that sense of urgency).</p> <p>Evercom gets an average of \$50 per prepaid account. Assuming our current 30% take rate, Evercom could move the revenue needle up by an additional \$35K per day. Over the rest of just this year, that's \$8.5M.</p> <p>An additional benefit - Evercom could not change their announcements (the messages that a call party might hear) quickly because they had to roll trucks to provision each of the 400 sites. Now, they can immediately impact buying behavior by changing the announcement and watching real-time!</p>
<b>Reusable Assets / IP (code, models, plans)</b>	Architecture models, lessons learned
<b>Project Start &amp; End Dates/ Cost</b>	<p>Concept – October 10<sup>th</sup> 2006 to Production – March 14<sup>th</sup> 2008 (22 weeks, 10 days short of estimate)</p> <p>Project Cost - \$250,000</p>
<b>Reference Contact Name, Title &amp; Quote</b>	Jimmy Jobe, CIO
<b>Internal Contact</b>	Jim Tully, Technology Integration Practice

<b>Customer Name</b>	<b>Pricewaterhouse Coopers – Business Analysis, Release Planning &amp; Scheduling, Portfolio Architecture (PwC SOW 21)</b>
<b>Customer Industry</b>	Professional Services – Accounting and Auditing
<b>Customer Location</b>	Tampa, FL
<b>Critical Business Issue (Pain)</b>	After PwC sold off their IT Consulting arm it was left weak capabilities in its own IT department. While IT people were busy they weren't necessarily doing what the business needed them to work on nor could results of their efforts be clearly communicated as adding value.
<b>Reason for Issue</b>	PwC lacked mature software delivery processes, management controls, and discipline. Although SIBRIDGE had just designed an SDLC for the IT department, it had not yet been rolled out. Project was underway and eBRIDGE was called in to ensure success.
<b>Their Need</b>	PwC needed training mentoring on the new SDLC.
<b>Service We Provided</b>	<p>SIBRIDGE conducted training on the SDLC for the entire IT Department. At the same time, we performed and mentored PwC's Independence Team (pilot group) on the Business Requirements Process, Portfolio Architecture, and Release Planning and Scheduling functions as defined in the new SDLC.</p> <ul style="list-style-type: none"> <li>▪ We facilitated business planning and project requirements definition.</li> <li>▪ Created and maintained current-state and future-state architecture to include Process, Application, Information, and Technology. Were responsible for the technical contents of each release and for structuring and bounding each release.</li> <li>▪ Identified synergies and interdependencies while providing day-to-day support for the Release Management Office and the Project Managers assigned to the Independence portfolio.</li> </ul> <p>Our senior level consultants guided all those involved in a process-driven approach to linking Business Planning to the Project Delivery Lifecycle.</p>
<b>Technical Solution We Provided</b>	Our work focused on creating and maintaining an Architecture Blueprint and Roadmap tightly coupled with Requirements and Release Matrixes.

<b>Functional Capability We Provided</b>	People System (Independence) – ensure no conflict of interested as mandated by the Sarbanes Oxley Law.
<b>Results of Solution for Client</b>	The pilot project effectively demonstrated how these processes were designed to be performed and was show cased for the rest of the department to learn from. This pilot went a long way in helping to operationalize the new SDLC throughout the IT department.
<b>Reusable Assets / IP (code, models, plans)</b>	Sample Blueprint and Roadmap, Sarbanes Oxley requirements
<b>Reference Contact Name, Title &amp; Quote</b>	Ivens Mendonca, Independence Director,  <i>“The business partners loved your Business Analysts so much that they have hijacked her. May I have another SIBRIDGE resource to continue your efforts and can we extend the whole team. We are making such progress!”</i>
<b>Internal Contact</b>	Rick Mullins, Bret Bowman, Cindy Cacciatore



## ERP Implementation

eBridge has significant experience helping clients to evaluate existing systems, develop requirements for major ERP software packages, select systems and integrate these systems into the client application portfolio. We have a formal methodology and templates for requesting vendor information and assessing both the vendor and the product.

Following are some examples of the types of projects our consultants have been involved with related to enterprise level software evaluation, selection and integration:

- *Multiple RFI/RFP/Vendor selection for the Target State ERP system. Managed the evaluation process for Peoplesoft (incumbent) versus SAP and Oracle Financials for the target state environment for ERP for the client. Created, maintained and organized the scoring of the multiple systems including the business case for the final selection.*
- *Selection and implementation of an enterprise-strength middleware/messaging system. Requirements development, product and vendor research and RFP development were followed by in-house proofs of concept by Oracle, IBM and Tibco.*
- *Design, planning and evaluation of systems impacted for multiple releases of Peoplesoft Financials for GL, AR, and AP modules.*
- *Evaluation of appropriate Peoplesoft Financials modules to use for a consolidated company formed through a merger.*
- *Systems analysis and architecting – Cash to GL processes for telecommunications provider*
- *Conversion to an SAP ERP system and integration of legacy billing systems to the SAP financial GL module*
- *Project management and architecture leadership of the evaluation of SAP versus Peoplesoft through a pointed RFP type scoring methodology*
- *Requirements development, business case development, and selection of ERP systems. Integrated Kanban processes into the environment.*
- *Configuration of ERP systems as well as planning and implementing conversion/migration efforts*

The diagram below summarizes visually the phases and flow of eBridge's methodology. This is our main "template" that is used as a starting point and then adapted as necessary (the process itself and the deliverables) to assure the project is conducted in a manner that meets the client expectations and provides the most benefit to the team(s) involved.

Category:	<b>ERP Selection and Integration</b>
Project Description:	<p>eBridge was brought in by Yellow Roadway to lead and manage the effort to select a ERP, to develop standards and guidelines, and to begin the implementation. The following tasks were completed by eBridge:</p> <ul style="list-style-type: none"> <li>• Guided the architecture team through ERP toolset evaluation, purchase and adoption</li> <li>• Conducted initial product analysis, on-site demonstration scenarios, evaluation criteria, toolset customer interviews, and then developed recommendations.</li> <li>• Selected the ERP package</li> <li>• Oversaw the training, prototyping and best practices design of the IBM Products for Yellow Roadway.</li> <li>• Designed and implemented the ERP</li> </ul>
Length of Project:	1 year
Customer's Name:	Yellow Roadway Corporation Worldwide
Contact's Name:	Dave Patterson
Telephone Number:	1-913-344-5178
eMail Address:	dave.Patterson@yrcw.com

Category:	<b>ERP Selection and Integration</b>
Project Description:	<p>Implement the new ERP system that is easy to use, regulatory compliant, and reduce under-writing cycle time. Automated application of Underwriting and New Business rules and workflow</p> <ul style="list-style-type: none"> <li>– Electronic capture and submission of all required enrollment forms at point of sale.</li> <li>– Enables operational efficiencies for ASG</li> <li>– Automate underwriting decision process</li> <li>– Improves risk selection</li> <li>– Reduce time to issue</li> <li>– Enables marketing of new products across multiple channels via an internet portal</li> <li>– Enables the capturing and storage of data for analytical use.</li> </ul> <p>This solution enabled Health Markets to deploy many of our standard Program Management discipline within their culture for other major project implementation efforts.</p>
Length of Project:	1 years
Customer's Name:	Health Markets
Contact's Name:	Doug Kornegay (Vice President – Underwriting and New Business)
Telephone Number:	1-817-355-3271
eMail Address:	doug.kornegay@healthmarkets.com

Category:	<b>ERP Implementation</b>
Project Description:	Conjel was using an outdated version of Microsoft Dynamics. Ebridge was hired to evaluate recommend and implement a new ERP system tailored to Conjel's growing needs.
General Value of Project:	\$150,000
Length of Project:	11 Months
Customer's Name:	Conjel Sales
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521

## VoIP Implementation Services

As converged networking has become more prevalent, eBridge has quickly adapted the skills required to effectively manage, support and implement state of the art VoIP systems. Below is a list of success stories that we have had with VoIP.

Category:	VoIP Implementation
Project Description:	<p>Securus wanted to turn several challenges into opportunities through a Voice over IP (VoIP) solution. Its customer model, which focuses on correctional facilities, is characterized by high risk with a lower than normal customer economic status. It needed to:</p> <ul style="list-style-type: none"> <li>- Reduce support costs while increasing potential revenue from same customer base</li> <li>- Reduce security risks through enhanced call control</li> <li>- Increase customer satisfaction rating</li> <li>- Enable new investigative features like call monitoring and control</li> <li>- Reduce expensive transport and operational costs</li> </ul> <p>Collaborating with the client, eBRIDGE helped the client team architect, plan and implement a transformational VoIP call processing solution:</p> <ul style="list-style-type: none"> <li>- Enabling Securus to stay in the call path and handle the call and customer according to risk</li> <li>- Shifting toll costs from long distance to nearly toll free</li> <li>- Increasing customer satisfaction in placing previously blocked calls to loved ones</li> <li>- Managing debt risks uniquely per call rather than as an aggregate category</li> </ul> <p>Opting to deploy a converged architecture, both PSTN and VoIP, call applications are now deployed as software and services rather than card based hardware. IP-enabling a circuit-switched network made sense to avoid uncertainty, minimize disruptions, and preserve much of the old investment. This architecture allowed incremental migration on a piecemeal and budgeted basis by adding new interfaces to support required IP telephony features. The solution easily paid for itself within its first quarter in production.</p>
General Value of Project:	\$2,500,000
Length of Project:	1 year
Customer's Name:	Securus Technologies
Contact's Name:	Greg Haertling
Telephone Number:	972-953-4280
eMail Address:	ghaertling@securus.com

Category:	<b>VoIP</b>
Project Description:	Conjel had a desire to reduce costs in many areas of business. As their technology partner eBridge was brought in to Analyze, develop, and implement cost saving telecommunications solutions including VoIP.
General Value of Project:	\$25,000
Length of Project:	1 Month
Customer's Name:	Conjel Sales
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521

Category:	<b>VoIP</b>
Project Description:	eBridge was hired to install and manage a fully functional VoIP system for the Connie Post group of Companies
General Value of Project:	\$5,000
Length of Project:	1 Week
Customer's Name:	Connie Post Companies
Contact's Name:	Dave Coll
Telephone Number:	304-736-7283

## Advanced Internet Technology and Applications

eBridge consultants have been using web-enabled, browser based development tools since the time they first began to be viable alternatives to developing client-server or fat client applications. We are well versed in all sections of the development stack – browser interface, control layer, application server and web server layer, messaging/middleware layer, data access layer and data storage layer. As SOA began surfacing, our consultants began focusing on design and development standards for web services and then utilizing web services as an integral part of web-enabled systems.

eBridge analysts and architects have extensive experience developing requirements and specifications for these types of systems, and we additionally help clients evaluate and select the best tools and technologies for their needs. Our consultants also provide both leadership and solid project management expertise on our engagements, and our philosophy includes mentoring client staff and transitioning our work to the client resources as needed.

<b>Category:</b>	<b>Advanced Internet Technology and Applications</b>
<b>Project Description:</b>	<p>HealthMarkets formed a new subsidiary (Insphere) as a startup company that was to be enabled with mainly COTS products and use of external web applications provided by vendors over the Internet. To consolidate these into a single, easy to use, web-enabled user interface, Insphere asked eBridge to help design and implement a custom Portal.</p> <p>Using SharePoint as the base, eBridge lead the effort to develop design standards and to define the best method for providing Single Signon (SSO) access to most of the applications from a single Portal login/authentication. The Portal was then designed and developed to provide seamless access to more than 15 internal and externally hosted applications. Additionally, the Portal was used to access dynamic content from databases, the SharePoint content server, and various Internet service providers.</p> <p>As a final part of the engagement, eBridge resources lead the effort to develop a messaging and notification infrastructure used as the foundation for all the integrated applications to communicate effectively.</p>
<b>Length of Project:</b>	10 months
<b>Customer's Name:</b>	Insphere (a subsidiary of HealthMarkets)
<b>Contact's Name:</b>	Steve Jensen, Vice President
<b>Telephone Number:</b>	1-817-255-3788
<b>eMail Address:</b>	<a href="mailto:steve.jensen@healthmarkets.com">steve.jensen@healthmarkets.com</a>

Category:	<b>Advanced Internet Technology and Applications</b>
Project Description:	<p>Information regarding project lifecycle status, history, estimation, resource assignment, and planning dates was not readily available or was collected in an inconsistent, unauditable manner across multiple data sources or systems, or wasn't being collected at all.</p> <p>Having recently deployed a new enterprise-wide development process, Sprint had no consistent vehicle for collecting project data and exposing it to all constituents. Most projects involved multiple application impacts and had hundreds of affected individuals. Communications were not happening in a timely or effective manner.</p> <p>Sprint needed a common facility through which all project lifecycle data could be consolidated and exposed, kept up-to-date in real time, with full role-based security, traceability and auditability of changes.</p> <p>eBridge conceptualized, proposed and developed a web-based Enterprise Development Process Portal, consolidating data from back-end reporting systems, taking input directly from users, and implemented a software process lifecycle based workflow to track projects from incept to completion.</p> <p>Sprint was able to deploy reporting of estimation, project financial data, and project status to all levels of management and directly to project participants through an enterprise-wide web-based application.</p> <p>The deployed architecture consisted of JSP pages and EJBs supporting integration with back-end systems on an ORACLE relational database management system. The deployed application provided the following capabilities:</p> <ul style="list-style-type: none"> <li>- Process-contextual views of project data in work queues</li> <li>- Consolidated project estimation and actual financial reporting</li> <li>- Integrated, custom workflow and security</li> <li>- Project lifecycle tracking and metrics</li> <li>- Resource assignment tracking</li> <li>- Generalized reporting database</li> </ul>
Length of Project:	9 months
Customer's Name:	Sprint
Contact's Name:	Bill Branch, VP
Telephone Number:	1-913-315-6623
eMail Address:	Bill.g.branch@mail.sprint.com

Category:	<b>Advanced Internet Technology and Applications</b>
Project Description:	<p>Sprint PCS needed to keep up with market demand for new services that enabled text messaging, pictures, and email from PCS phones (known as 3G technology). Sprint PCS needed to double its capability and offer new services in a very quick timeframe. eBridge provided program management and technical expertise to bridge the gap between IT and the network.</p> <p>3G was successfully launched and is being sold today. Sprint PCS doubled its capacity and increased voice and data network efficiency by getting an incredibly efficient use of spectrum. And the network is packet-based so it's always on.</p> <p>The technology we delivered enables text messaging, interactive games, downloadable ringtones, screensavers, device personalization, still pictures, video imaging, and full Internet browsing. It also enables on-demand conferencing, and enhanced location-based services.</p>
Length of Project:	10 months
Customer's Name:	Sprint PCS
Contact's Name:	Bill Branch, VP
Telephone Number:	1-913-315-6623
eMail Address:	Bill.g.branch@mail.sprint.com



### Microsoft Specialists

eBridge constantly provides assistance to clients in need of specific skill-sets. One area that eBridge has been extremely successful is in providing certified Microsoft specialists for specific projects where these certifications are required.

Category:	<b>Microsoft Specialist</b>
Project Description:	eBridge has been retained by Conjel to provide Certified Microsoft specialists, qualified to support the complex nature of Conjel's network
General Value of Project:	\$5,000
Length of Project:	Ongoing
Customer's Name:	Conjel Sales
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521

Category:	<b>Microsoft Specialist</b>
Project Description:	Louisa Community Bank has contracted with eBridge for network support on a monthly contract basis. eBridge provides Microsoft specialists certified in various disciplines to provide high level of support. This agreement has been in place for over 3 years and continues to be a mutual success
General Value of Project:	\$2,000
Length of Project:	Ongoing
Customer's Name:	Louisa Community Bank
Contact's Name:	Ed Purdom – President
Telephone Number:	606-638-8476

Category:	<b>Microsoft Specialist</b>
Project Description:	Discount Tile has contracted eBridge to provide multiple areas of support including supplying certified Microsoft professionals to
General Value of Project:	\$150,000
Length of Project:	11 Months
Customer's Name:	Conjel Sales
Contact's Name:	Rennie Talbert
Telephone Number:	304-523-3521

EXHIBIT 10

REQUISITION NO.: TECH 10

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 part

NO. 2 part

NO. 3 part

NO. 4 .....

NO. 5 .....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

  
.....  
SIGNATURE

EBRIDGE CONSULTING  
.....  
COMPANY

1/20/10  
.....  
DATE

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**LICENSING:**

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: e BRIDGE CONSULTINGAuthorized Signature: [Signature]Date: 1/20/10