

We Deliver the **Right Solutions**

net.America is a highly successful **SBA WOSB 8(m) certified** firm delivering program management, information systems, and multi-channel contact centers to Federal government agencies. We provide our clients with **lean, tailored, and impactful support** which centers around mission demands. From business intelligence to AI-enhanced operations and human-machine integration, we align tools, processes, and organizational models to true mission needs. Whether supporting federal, national security, or state clients, **our solutions are always right-sized and results-driven.**

net.America's Core Services



Grants & Financial Management

We leverage automation, AI-enabled data validation, and regulatory intelligence to streamline federal grants and financial management for complex programs.



Business Transformation

We blend Agile Scrum and AI-supported workforce tools to organize, train and equip performance-focused programs using tailored PMO frameworks.



Mission Optimization

We modernize contact center operations and case management systems with AI virtual assistants, omnichannel platforms, and enterprise systems integration.



Health Services Modernization

We mature healthcare IT by delivering tailored case management, data analytics, and modular systems with tailored technical assistance and AI-augmented tools.

Who We Serve

Since 2000, net.America has a proven track record of providing efficient and effective professional services to federal agencies, such as **DOL, FEMA, NASA, HUD, and TSA**. For the past 16 years, net.America has been providing DOL, FEMA, TSA, COMMERCE, and HUD with services across our suite of packaged solutions, *including efforts to implement workforce development programs, deliver Agile project management support, conduct software development, deliver e-grants support, and provide Help Desk services.*



Grants & Financial Management

Customer(s): U.S. Department of Homeland Security (FEMA)

- Delivered full lifecycle grants support, including FFATA/FFADS reporting, internal control assessment, and corrective action planning.
- Supported governance and compliance through internal control testing, policy gap analysis, and process improvement.
- Integrated technical assistance with program goals, enhancing financial accuracy, audit readiness, and data call responsiveness.



Business Transformation

Customer(s): U.S. Department of Commerce (USPTO), FEMA

- Provided strategic planning, governance support, and systems integration to align agency operations with mission goals.
- Offered policy development, legacy system integration, and enterprise IT modernization through custom programming and database solutions.
- Managed full-cycle project support across federal programs with a focus on cost-efficiency, quality assurance, and measurable outcomes.



Mission Optimization

Customer(s): USPTO, State of Maryland (Healthy Smiles Call Center)

- Delivered multilingual, HIPAA-compliant contact center operations, including TTY/TTD access and 100+ language support.
- Operated "clean facilities" to ensure privacy and data protection while maintaining world-class performance across six key service metrics.
- Supported modernization of systems like ECC for USPTO with programming, O&M, and cloud-readiness stabilization.



Health Services Modernization

Customer(s): U.S. Department of Labor, State of Maryland

- Expanded and sustained youth and registered apprenticeship programs supporting healthcare-related career pathways
- Managed call center operations and custom application development for Medicaid dental program beneficiaries, enhancing access and CX
- Conducted public health research, performance evaluations, and published guides to strengthen long-term health program outcomes.

Addressing Complex Challenges with Scalable and Right-Sized Mission Solutions

Our mission-centric approach aligns strategic goals with actionable solutions across five phases, from assessing current state to scaling intelligent, AI-augmented systems. Whether implementing grants oversight, health services, or enterprise modernization, we help agencies replace inefficiency with data-driven, resilient, and future-ready operations.

net.America's Mission-Centric Approach



Common Current State Challenges

- Cost Instability
- Disparate Systems
- Reactive Processes
- Aging Infrastructure
- Low Transparency
- Manual Data Entry

Grants & Financial Management

- Define grant program needs through stakeholder input and KPI alignment.
- Identify reporting gaps and automate compliance checks for assessment.
- Prototype dashboards and rule-based workflows for faster decisions.

Mission Optimization

- Clarify mission priorities through user journeys and process mapping.
- Detect and analyze friction points to streamline and automate workflows.
- Deliver lightweight MVP solutions to boost performance quickly.

Business Transformation

- Map mission goals to technological, operational, and workforce needs.
- Pinpoint inefficiencies and automate low-value tasks with AI-augmentation.
- Deploy tools like RPA and dashboards to improve outcomes and transparency.

Health Services Modernization

- Align organizational health goals with tech, policy, and care delivery needs.
- Identify inefficiencies in routine data, coordination and legacy tools use.
- Build modular health IT systems and process to improve service and access.

Future State Features & Benefits

- Cost Savings
- Integrated Systems
- Automated Process
- Cloud-Native Solutions
- AI-Augmentation
- Effective Governance

Contract Vehicles

- **GSA OASIS SB Pool 1** // 47QRAD20D1056
- **GSA MAS (MOBIS)** // GS10F0204X
- **GSA MAS (IT70)** // GS35F167BA
- **CMS SPARC** // HHSM-500-2017-000411
- **8A STARS III (SUB)** //47QTCB21D0016

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