

# 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.

## Our Mission-Centric Approach



### Assess Client Current State

We conduct a baseline assessment of current operations, systems, workforce posture, and data workflows. This includes identifying technical debt, operational bottlenecks, and misaligned resources.

Phase 01



### Define Client Mission Needs

We translate strategic objectives into clear functional and technical requirements using methods like gap analysis, user journey mapping, and operational modeling. This step aligns desired outcomes with KPIs.

Phase 02



### Identify Areas of Efficiency

We isolate cost drivers, process latency, and system redundancies to find automation, consolidation, or workflow reengineering opportunities. We leverage AI/ML models with process improvement expertise to identify patterns.

Phase 03



### Engineer MVP Solution

We design and prototype a Minimum Viable Product (MVP) that integrates targeted capabilities aligned to core mission priorities. We build upon scalable platforms and incorporate AI tools, HMI elements, RPA, and ML.

Phase 04



### Continuously Improve & Scale

We operationalize successful MVPs, refining performance through continuous integration and monitoring with DevSecOps pipelines, dashboards, modular design, cloud-native approach, and smart change management.

Phase 05

## 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

## NAICS Codes

- 541511
- 541512
- 541519
- 541611
- 541618
- 561422
- 519190
- 524291
- 541513
- 541614
- 541690
- 541930
- 561110
- 561210
- 561410
- 561790
- 561910
- 561920
- 561990
- 611420
- 611430
- 611513
- 611710
- 624230

# Mission Optimization

net.America enhances mission delivery through **secure IT modernization** and **intelligent contact center operations**. **AI-based virtual assistants, omnichannel platforms, and enterprise systems integration** drive faster response times and reduced operational cost. Our approach includes **continuous performance monitoring, automation of routine inquiries, and integration with case management and knowledge systems**, ensuring agencies deliver timely, accurate, and accessible services to the public.

## Key Mission Optimization Services



**Integrated IT & Contact-Center Modernization:** A single roadmap that fuses cloud migration, systems integration, and contact-center build-out/optimization for seamless, secure service delivery.



**AI-Driven Customer Engagement:** Multilingual chatbots and virtual agents embedded in omnichannel platforms speed resolutions and cut costs while preserving a human touch.



**Surge-Ready, Scalable Operations:** Architected to flex instantly for emergencies or nationwide events, maintaining performance, compliance, and user satisfaction.



**Human-Machine Collaboration & Training:** Blended automation and service-desk teams, reinforced by tailored end-user training and KPI-rich dashboards, drive continuous improvement and accountability.

## Past Performance Snapshot

- **U.S. Patent and Trademark Office – Enterprise Contact Center (ECC):** Delivered end-to-end programming, system analysis, and O&M support for a high-volume ECC serving 25 business units and 650+ analysts. Included database management, communications integration, testing, and end-user training for users and stakeholders across USPTO.
- **Maryland Department of Health – Healthy Smiles Call Center:** Operated a multilingual, HIPAA-compliant call center for Medicare dental services, providing support in over 100 languages and TTY/TTD accessibility. Our process was recognized for consistently meeting key performance metrics.
- **Department of Homeland Security – Governance, Reporting, and Data Support:** Improved coordination, data accuracy, and reporting through policy analysis, FFATA/FFADS report development, and response to data calls.

## Services Tailored to All Government Customers



### Federal Civilian Agencies

- Modernizes legacy systems with cloud-native, scalable architectures.
- Improves citizen service experience through omnichannel service desks and AI chatbots.
- Enhances uptime and response performance through enterprise-wide ITSM practices. Supports TIC 3.0 and Zero Trust transitions



### Defense & National Security

- Integrate AI and automation into logistics, intelligence center operations, and installation support
- Improves resiliency of critical infrastructure via secure cloud migration.
- Enhances classified and unclassified helpdesk services with controlled hybrid delivery.
- Supports compliance with DISA STIGs and DoDIN guidance



### State Government

- Provides turnkey helpdesk solutions for DMV, health, and labor departments.
- Migrates legacy state IT systems to secure, cloud-based platforms with citizen-first design.
- Supports 24/7 call centers for benefit programs (SNAP, UI, etc.).
- Delivers AI-enabled public-facing chat for high-demand state services.