

# Capability Statement Summary

Pacific Systems is a provider of information technology solutions to the private and public sectors. Our services extend from database management solutions to infrastructure support. As a minority, women-owned and SBA 8(A) Certified Small Business, Pacific Systems is committed to excellence, creating innovative and flexible solutions for our clients. Our consultants continuously work as a team to bring imaginary ideas into reality thereby enabling our clients to extend the boundaries of possibilities

## What sets us apart from our Competition

- ❖ Our people
- ❖ Our commitment to clients' needs
- ❖ The quality of service we provide
- ❖ Client relationship management
- ❖ Strategic mix of technology and business

## Certifications

- ❖ Minority owned Small business (SBDA)
- ❖ 8(a) certification through 2018
- ❖ Women-owned small business

## Other Summary

- ❖ DUNS NUMBER: 623443582
- ❖ SBA 8(A) CASE NUMBER: 303585
- ❖ CAGE CODE: 4MPU5
- ❖ NAICS CODES:
  - **541511:** Custom Computer Programming Services
  - **541512:** Computer Systems Design Services
  - **541513:** Computer Facilities Management Services
  - **541330:** Engineering Services
  - **611420:** Computer Training

## Services and Solutions Summary:

Our technology experts and business professionals analyze, research, design and implement solutions in the areas of:

- ❖ Database Management and Administration
- ❖ Data Management Services
- ❖ Software application development and Support Services
- ❖ Infrastructure deployment and Support Services
- ❖ Information Technology Security Services
- ❖ Network Administration and Management Services
- ❖ Project Management Services

## Clients

- ❖ DC Department of revenue
- ❖ Compass Bank
- ❖ IBM
- ❖ Ceridian Corporation
- ❖ Micro-Data Systems
- ❖ Department of Homeland Security
- ❖ Pennsylvania State Police
- ❖ UCB Pharmaceuticals
- ❖ Cephalon Pharmaceuticals

## Detailed Services

### 1. Database Management Services:

- ❖ Database software maintenance (including upgrades and Patches) and configuration
- ❖ Database Backup and Recovery
- ❖ Database problem resolution
- ❖ Database performance monitoring and tuning

- ❖ Test/Development database refresh/recreate
- ❖ Database Security Management
- ❖ Database 24 x 7 monitoring
- ❖ Database and Server Consolidation
- ❖ Data Replication
- ❖ Disaster Recovery
- ❖ Database high availability solution

## 2. Data Management Services:

- ❖ Data Extraction, transformation and loading (ETL)
- ❖ Data architecture analysis and design
- ❖ Data Governance
- ❖ Data Security management
- ❖ Data quality management
- ❖ Database and Server Consolidation
- ❖ Reference and master data management
- ❖ Meta data management
- ❖ Data warehousing and business intelligence mgt.

## 3. Application Software development services:

**We develop and deploy Custom and COTS software in the following areas:**

- ❖ Enterprise Infrastructure software
- ❖ Customer Relationship Management (CRM) Software
- ❖ Enterprise Resource Planning (ERP) Software
- ❖ Educational Software
- ❖ Content Management Software (ECM)
- ❖ Media Development Software
- ❖ Information Management Software:
- ❖ Time and Resource Management Software
- ❖ Data Management Software
- ❖ Analytical Software
- ❖ Collaborative Software
- ❖ Reservation systems Software
- ❖ Financial Software

## 4. IT security management services:

### *Management Security Services*

- ❖ IT Security Program Development Services
- ❖ IT Security Policy development Services
- ❖ IT Risk Management Services
- ❖ IT Security Architecture development Services
- ❖ IT Security Product Evaluation Services

### **Operational Security Services**

- ❖ Contingency Planning Services
- ❖ Incident Handling Services
- ❖ IT Infrastructure Testing Services
- ❖ IT awareness Training

### **Technical Security Services**

- ❖ Firewalls deployment Services
- ❖ Intrusion Detection Services
- ❖ Public Key Infrastructure Services

## 5. Infrastructure support Services:

- ❖ Database infrastructure (see database management Services)
- ❖ Network and OS infrastructure (See network services)

## 6. Help-desk support Services:

- ❖ Toll-free telephone and eMail Support Services
- ❖ Online Trouble ticket Entry
- ❖ Live online chat and web based support
- ❖ 24 hours/day X 7 days/week X 365 days/year Support
- ❖ Provide support for Mainframe development
- ❖ Provide support for .Net development
- ❖ Provide support for Java development
- ❖ Provide support for Crystal
- ❖ Provide support for other Development needs
- ❖ Provide support for Testing

## 7. Application support services

- ❖ Pacific Systems Application Support Services offers three levels of support:
- ❖ Level 1: Call reception and entitlement and client satisfaction call back.
- ❖ Level 2: Problem isolation and determination.
- ❖ Level 3: Software defect resolution.

## 8. Information technology training

- ❖ We offer both onsite and offsite training in the following areas of Information Technology:
- ❖ Oracle 10g/11g Database Management and Administration
- ❖ SQL SERVER 2005/2008 Database Management and Administration
- ❖ DB2 8.2/9.2 Database Management and Administration
- ❖ Microsoft .NET Programming
- ❖ Oracle Enterprise Business Product Suites
- ❖ Oracle Business Intelligence Enterprise Edition (OBIEE)
- ❖ Informatica Data Extraction, Transformation and Loading Tool
- ❖ Siebel 8.x Customer Relationship Management

## 9. Network solutions services

- ❖ Network Architecture
- ❖ Network Design and Deployment:
- ❖ Performance Analysis and Optimization:
- ❖ Converged Networks

## 9. Project Management services

- ❖ Manage end to end implementation of software
- ❖ Manage end to end creation of new application
- ❖ Manage integration of application
- ❖ Provide support for Business Analysis

## 10. Current Projects

**Client:** Department of Revenue, Washington DC  
**Date of Performance:** 02/2008 – Present  
**Client Contact:** Mr. Dan Parkins  
401 North Capital str. NE  
Washington, DC 20002 (240) 604-6570

**Project Description:** Supported Oracle DB2 Databases used by Siebel Customer Relationship management applications that housed customer service requests with reference to annual tax filings. The specific duties include:

- ❖ Served as the subject matter expert and participated in all stages of the full lifecycle Siebel CRM implementation including Discovery, Design, Build and Configure, Testing, Migration and Transition.
- ❖ Designed, developed, and administered Oracle BI solutions including reports, scorecards, and dashboards for company-wide Oracle EBS applications (Order-to-Cash and Financial modules) as well as custom data warehouse/reporting initiatives.
- ❖ Managed the backup and recovery, security and performance tuning of applications databases.

- ❖ Performed installation, upgrades and application database patches
- ❖ Designed desired ETLs and/or extend existing ETL structures (**OBIEE** pre-built applications)
- ❖ Collected, refined and validated functional requirements while working closely with key business analysts that provided the design specifications for the **Siebel CRM** solution.
- ❖ Ensured the overall health and performance of **Siebel CRM databases** to include performance tuning, environment reliability and availability, system recoverability and security. Diagnoses and resolves application bottlenecks and performance issues.

**Client Name:**           **Compass Bank (BBVA Compass)**

Performance Period: **03/2008 – Present**

**Client Contact:**   **Mr. Ashley Singletary**  
**701 South 32nd street,**  
**Birmingham, AL 35233**  
**Phone: (240)604-6570**

**Project Description:** Part of a team that developed/configured, tested and deployed OBIEE 10.1.2.4 Enterprise Data Warehouse team of Compass Bank that helped managed and reported on loan risks and Assets. The specific duties include:

- ❖ Installed and configured the Oracle 10g database software on an AIX platform
- ❖ Upgraded Current version of Oracle 9i database to 10g
- ❖ Performed Backup operations on all clustered and Non-Clustered nodes of the Oracle 10g and 11g Installations
- ❖ Consolidated databases from several servers into one instance on a single Server
- ❖ Performed maintenance activities on Oracle 10g and 11g Databases
- ❖ Tuned OBIEE applications and the underlying databases to enhance performance.
- ❖ Designed, developed and tested applications for Asset Management using Java, J2EE and Oracle (PL/SQL and **OBIEE**).
- ❖ Designed and developed Data Model for Real Estate/Alternatives Data Warehouse and Business Intelligence platform.
- ❖ Designed and developed ad-hoc and OBIEE canned reports for the Real Estate Business Intelligence platform.
- ❖ Configure OBIEE software and integrated it with new applications and existing Compass Bank Asset Management systems.
- ❖ Analyzed functional needs that drive the analysis and technical design of quality technical solutions.
- ❖ Translated functional specifications into technical specifications -- assessed, recommended and implemented practical, cost effective and efficient systems solutions to business, application and technical problems.
- ❖ Performed prototyping, design, integration and migration functions.
- ❖ Recommended solutions that are aligned with business/IT strategies and complied with corporate architectural standards.
- ❖ Resolved complex application and technical problems.
- ❖ Handled complex operational tasks and recommended processing and technology changes.

**Contact Us**

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