
Presentation of

Corporate Capabilities

for

HGM Management and Technologies, Inc.

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An 8(a) and SDB Certified Entity

DC Chamber of Commerce “Small Business of the Year 2004”

Corporate Overview

- ◆ Total Solutions Provider (People, Process, Strategy, Technology – The firm provides a full-range of professional services for its clients.)
- ◆ Established in 1997
- ◆ Headquarters – Washington, DC
- ◆ SBA 8(a) Firm since 1999
- ◆ SDB, LSDBE, MBE, DBE in Several States
- ◆ Supports federal, state, and local government organizations nationwide and internationally.
- ◆ Supports large, medium, and small companies in the private sector.

Contract Vehicles

- GSA MOBIS # GS-10F-0341-M
- GSA IT 70# GS-35F-0064R
- Several ID/IQ Contracts
- DCSS MOBIS # PODS-2003-C-918-41
- DCSS IT # PODS-2004-C-920-65
- DCSS Training # PODS-2004-C-924-11

Strategic Partners/Alliances

- ◆ EG&G Technical Services
- ◆ Advanced Resource Technologies, Inc.
- ◆ Bearing Point
- ◆ Booz Allen Hamilton
- ◆ Deloitte, LLP
- ◆ Grant Thornton, LLP
- ◆ Right Management Consultants
- ◆ Smart and Associates
- ◆ Unisys Corporation
- ◆ Wilson Consulting Group



What we Do

Core Competencies

- ◆ Management Consulting Services
- ◆ Organizational Development
- ◆ Human Capital Management
- ◆ Training and Development
- ◆ Information Systems Engineering
- ◆ ERP Systems Implementation
- ◆ Program and Project Management



Services Offered

Management Consulting Services

HGM's consultants support organizational development activities without compromising quality, project management, or process controls. Importantly, our consultants are not purely "soft skills" facilitators. They have a wealth of business experience in Human Capital Management, Change Management, Training and Development, and Process Re-engineering. Together, we have a rich history in developing programs for partnership with clients and other consulting teams.

Skills for supporting Organizational Change and Transitions

- ✓ Business process reengineering
- ✓ Change management
- ✓ Communication planning
- ✓ Competency modeling
- ✓ Human Capital Management
- ✓ Coaching/Mentoring
- ✓ Instructional design
- ✓ MBTI Assessments

- ✓ Organizational analysis and design
- ✓ Project management
- ✓ Strategic workforce planning
- ✓ Survey development
- ✓ Team development
- ✓ Training and group facilitation
- ✓ Workload measurement
- ✓ Performance Management

Services Offered

ERP Systems Implementation

- ◆ Systems Integration
- ◆ Business Integration Management
- ◆ Change/Transition Management
- ◆ Communication Plan/Roll-out
- ◆ Project Management
- ◆ Configuration Management
- ◆ Work Flow Analysis and Design
- ◆ Go-Live Assist – ongoing Support
- ◆ Help Desk Design/Support
- ◆ Documentation/Technical Writing
- ◆ Deployment Planning and Coordination

Information Systems Technology

- ◆ Database Design and Maintenance
- ◆ Data Quality Assurance/Analyses
- ◆ Data Warehousing/Mining
- ◆ E-Services Business/Commerce
- ◆ WEB Application Services
- ◆ Systems Design, Develop, Testing
- ◆ Network Engineering

Services Offered

Training & Development Services

- ◆ **Workforce Development Training**
- ◆ **End User Training Design**
- ◆ **Instructional Design (ISD)**
- ◆ Upgrade, Go-Live and Post Implementation Support
- ◆ Methods of Delivery
 - Computer Based Training (CBT)
 - Web Based Training (WBT)
 - Instructor-Led Training (ILT)
 - Train-the-Trainer
 - Distance Learning
 - E-Learning

Selected Tools:

Rational Suite, People Soft, CRM, Workflow, Decision Support Tools, ARIBA Software, among others.

Performance Improvement

- ◆ **Strategic Planning & Implementation**
- ◆ Performance Measurement
- ◆ **Organization Development**
- ◆ **Workforce Development**
- ◆ Supply Chain Management
- ◆ Industrial Engineering
- ◆ Quality Management/Six Sigma
- ◆ Business Process Reengineering
- ◆ Outsourcing Privatization Services
- ◆ Customer Satisfaction Management

Client List

- ◆ Advanced Resource Technologies, Inc.
- ◆ Centers for Medicare and Medicaid Services
- ◆ Department of Energy
- ◆ ENSCO
- ◆ Deloitte
- ◆ Booz Allen Hamilton
- ◆ Department of Homeland Security
- ◆ Department of the Interior
- ◆ District of Columbia (Several agencies)
- ◆ Department of Transportation
- ◆ Federal Supply Service
- ◆ General Services Administration
- ◆ GTE Corporation
- ◆ Logistics Management Institute
- ◆ Marriott Corporation
- ◆ MCR, Inc.
- ◆ National Institute of Health
- ◆ Nuclear Regulatory Commission

- ◆ PriceWaterhouseCoopers
- ◆ The U.S. Agency for International Dev.
- ◆ United States Navy
- ◆ United States Postal Service
- ◆ Unisys Corporation
- ◆ Washington Suburban Sanitary Comm.
- ◆ Washington DC Water & Sewer Auth.

International Clientele

- ◆ Government of Jamaica
- ◆ The Ministry of Health
- ◆ Jamaica Employers Federation
- ◆ Nunes, Scholefield, DeLeon and Co.
- ◆ Sandals Hotels
- ◆ Telecommunications of Jamaica
- ◆ Government of St. Kitts
- ◆ University of the West Indies
- ◆ University of Technology
- ◆ UNESCO

Selected Past Performances

◆ Office of Property Management

- Organizational Assessment and Strategic Planning
- Business Process Reengineering (BPR)
- Customer Relationship Management

◆ Centers for Medicare and Medicaid Services

- Organizational Cultural Assessment and Effectiveness
- Interviews, focus groups, and surveys of over 100 managers
- Analyses, report development, and presentation

◆ US Department of Housing and Urban Development

- Database Management
- Management Studies and Implementation Support
- Facilities Management
- Benchmark and Best Practices Research



Selected Past Performances (Contd.)

◆ US Department of Justice (DOJ)

- Performance Management
- Management and Organizational Analysis
- Financial Management (audits, reviews, studies, etc.)
- Information Resource Management



◆ General Service Administration (Federal Supply Service)

- Organizational Assessment and Reengineering
- Performance Management Systems
- Training and Development in CRM
- Benchmarking Analyses and Comparative Analyses

◆ Defense Contract Management Administration (DCMA)

- Business Process Reengineering
- Benchmarking Analyses and Comparative Analyses

◆ US Department of Transportation

- Current Environment Assessment
- Strategic Planning for Information Technology
- Tele-video Conferencing/Distance Learning Implementation

Selected Past Performances (Contd.)

◆ DC Public Service Commission

- Organizational Assessment and Effectiveness
- Strategic Planning and Structural Design
- Change Management and BPR

◆ DC Office of Payroll and Retirement

- Change Management and BPR
- Systems Review and Analysis
- Comparative Analyses with Private Sector
- Outsourcing Economic Studies

◆ DC Office of the Chief Technology Officer

- Business Process Reengineering
- Emergency Planning and Project Management
- Change Management
- Organizational Assessment and Redesign

◆ Washington Suburban Sanitary Commission (WSSC)

- Organizational Development Training
- Cultural Change Management
- Performance Improvement
- Business Process Reengineering
- Strategic Planning/Assessments



Selected Past Performances (Contd.)

- ◆ **Grant Thornton,LLP**
 - Organizational Assessment and Effectiveness
 - Change Management and BPR
- ◆ **- Nextance**
 - Benchmarking Analyses with Private Organizations
 - Systems Integration
- ◆ **Advanced Resources Technologies, Inc. (ARTI)**
 - Strategic Planning, Training and Development
- ◆ **GTE**
 - Design and Implemented Client Management System
 - Customer Relationship Management
- ◆ **Unisys Corporation**
 - Support in Business Process Reengineering
 - Support in Systems Integration
- ◆ **Booz Allen & Hamilton**
 - Performing Business Process Reengineering
- ◆ **ENSCO**
 - Organizational Assessment
 - Strategic Advisory Services



HGM – Your Small Business of Choice

We are **Committed** to our **Partners:**
through
People of High Quality
and
Total Customer Satisfaction!

Thank You!

HGM Management and Technologies, Inc.

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