



Capabilities Presentation

Introduction

Infotrend is a SBA certified 8(a) Small Business that helps manage and solve Business and Technology challenges in data, emerging technologies and training. We are experts in deploying timely, agile solutions to solve complex issues. We can do this because we understand the tools, standards, and techniques required to reduce risk and increase efficiency.



IT Solutions



Data and Legal Solutions



Management Consulting



Business Automation



Training and Knowledge Management



ISO 9001: 2015
ISO 20000: 2018
ISO 27001: 2013



Offices in Ellicott City, MD
College Park, MD and
Washington, DC



CAGE CODE: 5UOE2
UEI: KWCXRVLB3VF7
NAICS Codes: 541519, 541512,
541611, 518210, 541511



Contract Vehicles:
SEC ONE IT
GSA IT-70
GSA PSS
GSA 8(a) STARS III



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Core Capabilities

 IT Solutions	Software Engineering	Cloud	Data Analytics	AI/ML	Cyber	Blockchain
 Data & Legal Solutions	Litigation Support	eDiscovery Lifecycle Management	Information Architecture	Data Standards	Data Governance	
 Management Consulting	Strategic Alignment	Program/Project Management	CIO Support Services	Risk Management	Change Management	
 Business Automation	Robotic Process Automation	Document Process Interactions	Streamline Processes	Process Improvement	Process Automation	
 Training/Knowledge Management	Curriculum Development	Training Delivery	Knowledge Management	Gamification	Instructional Design	

Core Capabilities

- IT Solutions
- Data & Legal Solutions
- Management Consulting
- Business Automation
- Training/Knowledge Management

- Software Engineering**
- Data Analytics
- Cyber
- AI/ML
- Cloud
- Blockchain

SOFTWARE ENGINEERING, SUPPORT & MAINTENANCE SERVICES

We will help you:

- 1) modernize existing products and launch new products faster
- 2) focus on innovation create value at significantly reduced costs

Our methodical approach across the development lifecycle:

Inception	Scale Up	Knowledge Sharing	Continuous Advancement
understanding the current state and end objectives	training and implementing new tools and processes	evaluating processes & tools for periodic optimization	regular improvements to speed and quality standards

Our engineering & support services include:

New Product Creation	Testing	DevOps
Converting your blueprint to a tangible application	Automation powered software testing for eliminating bugs and for accelerated delivery	Transforming your in-house groups into powerful DevOps teams

Core Capabilities

Software Engineering

Data Analytics

Cyber

AI/ML

Cloud

Blockchain



IT Solutions



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DATA ANALYTICS

We will help you:

- 1) align your data strategy to your business goals
- 2) make data-driven decisions
- 3) drive new product ideas and real business outcomes

Our Data Analytics offerings include:

Analytics Consulting

Consultative approach to engage stakeholders and defining their digital transformation journey

Business Intelligence

Data Engineering solutions, data migration services for legacy modernization, personalized BI to derive insights; Digital CFO

Data Management

Implement multiple data integration, governance and data management tools and deploy trusted data on a timely basis

CYBER

We will help you:

- 1) achieve your security, risk, and compliance goals
- 2) achieve cost-effective technology to reduce enterprise-wide risk
- 3) detect and respond to threats

Our Cyber Security offerings include:

Virtual Chief Information Security Officer (vCISO), bringing specialized cyber security expertise to your organization and designing a mature cyber security program

Penetration Testing to identify vulnerabilities before an intruder can infiltrate your network or computer system.

24x7 Network Security Monitoring with state-of-the-art threat intelligence behind your business to detect attacks against critical assets

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Software Engineering

Data Analytics

Cyber

AI/ML

Cloud

Blockchain

AI/ ML

We will help you:

- 1) leveraging cutting-edge analytics
- 2) derive value from your data at an industrialized scale

Our AI/ ML offerings include:

Recommendation Engine, Document Clustering	Dynamic N/W Analysis
Text Mining, Sentiment Analysis	Technical Model Report
Topic Models, Named Entity Recognition	Solution Performance For Key Facets
Anomaly/ Intrusion/ Threat Detection	Solution Deployment

CLOUD

We will help you:

- 1) accelerate application development
- 2) reduce server downtime and become an agile business
- 3) improve operational performance and scale up

Our cloud application development services include

Consulting	Analyse current scenario & provide a roadmap
Transformation:	Migrate all enterprise resources to the cloud
Architecture:	Build new applications using the cloud services
Management:	24x7 Managed Services including monitoring and support
Enhancement:	Increase security and achieve cost savings and higher performance

Core Capabilities

Software Engineering

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BLOCKCHAIN



Enterprise Big Data management

Open-Source Cryptocurrency/Blockchain application development

Solutions based on AI expertise in Neural Networks, Natural Language Processing, Sentiment Analysis, Anomaly Detection, Entity Resolution, Unsupervised Learning, Object Classification and Segmentation, Object Detection (both cloud and on-prem solutions)

Blockchain and Cryptocurrency Data

Clients: SEC, DOT, GSA, HHS, USDA, CFPB and USPS

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eDiscovery Fact Sheet

Infotrend, Inc. is a premier eDiscovery litigation support boutique with 16+ years of EDRM expertise in entire eDiscovery and Records Management lifecycle. Our staff are certified experts in eDiscovery tools and are experienced in the implementation, integration, and training of all major products. Our expertise lies in increasing organizational efficiency through process improvement and reengineering at the SEC, CFPB, and FDA.

Tools Used



eDiscovery Solutions



FOIA Support

Infotrend provides support for FOIA request analysis, search query generation, document collection, and preparing request responses.



Cloud Services

Infotrend has done two major legal technology migrations from on-prem to cloud solutions that includes 60 TB of data and planning for another 500 TB in near future



Process Improvement

Infotrend SMEs are expert in identifying process improvements in legal technology environments. We recently executed a project for DOJ to analyze and improve their AV data intake, storage and review

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- Strategic Alignment
- PMO Setup**
- Program/Project Management
- Risk Management
- CIO Support Services

STRATEGIC ALIGNMENT

- Business Strategy**
Leverage your USPs to create a market differentiator. Develop a holistic view of your product, market and customer.
- Organizational Improvement**
Improve processes and data management across the organization to create new value.
- Digital Transformation**
Technology and Data Strategy to ensure that the teams and systems are aligned and fully able to support your digital transformation.
- Agile Enterprise**
Scale Agile across your entire organization to improve time-to-market, boost quality, raise employee morale, and become a truly adaptive organization.

PMO SETUP

- Define Objectives**
Establish a clear understanding of the scope and objectives of the PMO and establish executive alignment
- Tools & Processes**
Outline the high-level functions required, and then detail the lower levels within each function.
- Organization & Communication**
Clearly established roles, responsibilities, engagement models, etc. Stakeholders are regularly updated about what is going on
- Self Sustained Model**
Build & train the team and organization. Drive consistent optimization to deliver value

Core Capabilities

Strategic Alignment

PMO Setup

Program/Project Management

Risk Management

CIO Support Services



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PROGRAM/PROJECT MANAGEMENT

Project Leadership

Build a Playbook based on your PMO's goals and prepare the team to become effective project leaders

Change Management

Establish a measurement system to drive value for the organization

Stakeholder Management

Build the business acumen and organizational agility to communicate the value generated within the PMO

Templates and Documents

Build a methodology, train your team and organization to become an Operations Manager. Drive consistent optimization and value delivery

RISK MANAGEMENT

Assess Risk and Strategy

Assess your current risk position, identify the best ways to use catastrophe analytics within your operations

Implement a Solution

Advise and implement best practices across your catastrophe management operations, accelerate "time to value," and minimize implementation risk

Manage Your Business

Build an agile modeling and risk management operation, adapting resources at peak demand periods and relieving the team of excessive workloads

CIO SUPPORT SERVICES

Governance

Ensure businesses continuity and reduce the loss of productivity

Strategy and Planning

Existing resource augmentation, providing clear visibility into projects and delivering timely

Technology Roadmap

Formulate a plan and execute it over time to improve technology utilization

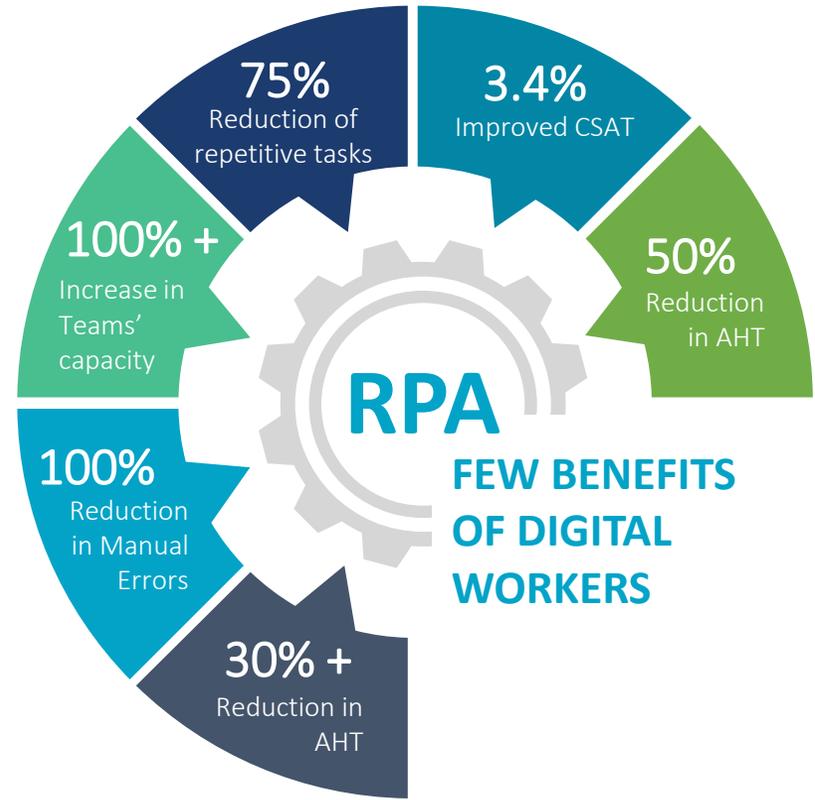
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- Robotic Process Automation
- Document Process Interactions
- Streamline Processes
- Process Improvement
- Process Automation

Robotic Process Automation (1/2)

OUR RPA SOLUTIONS

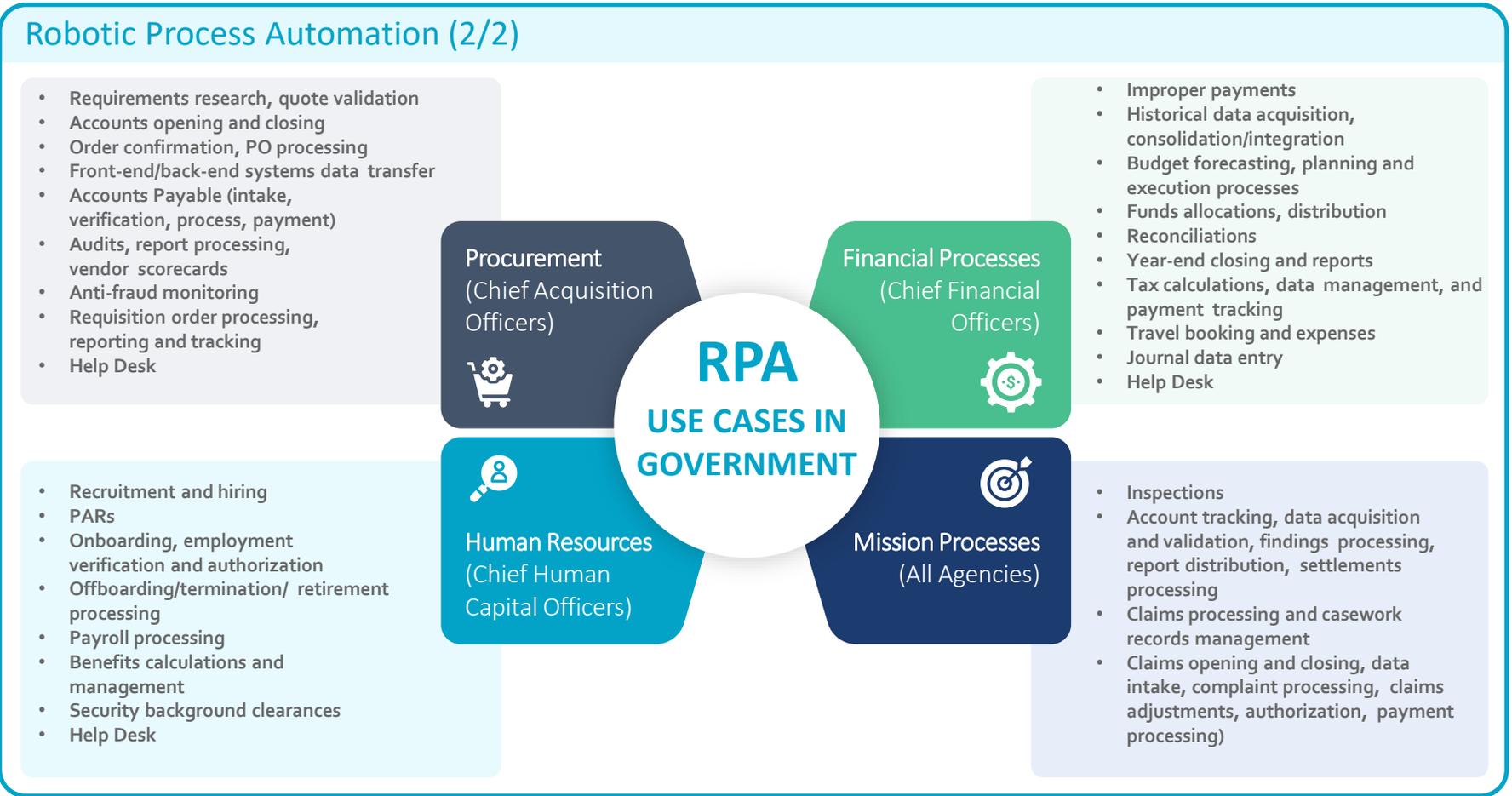
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Intelligent Process Automation
 - Automation as a Service (RPA)
 - Intelligent Automation(AI/ML)
 - Business Process as a Service
- 
Application Development & Intelligence
 - Application Development
 - Artificial Intelligence Services (Q1 2022)
 - Application Support Services
- 
Integration Services
 - API Management
 - Workflow Management & Automation



Core Capabilities

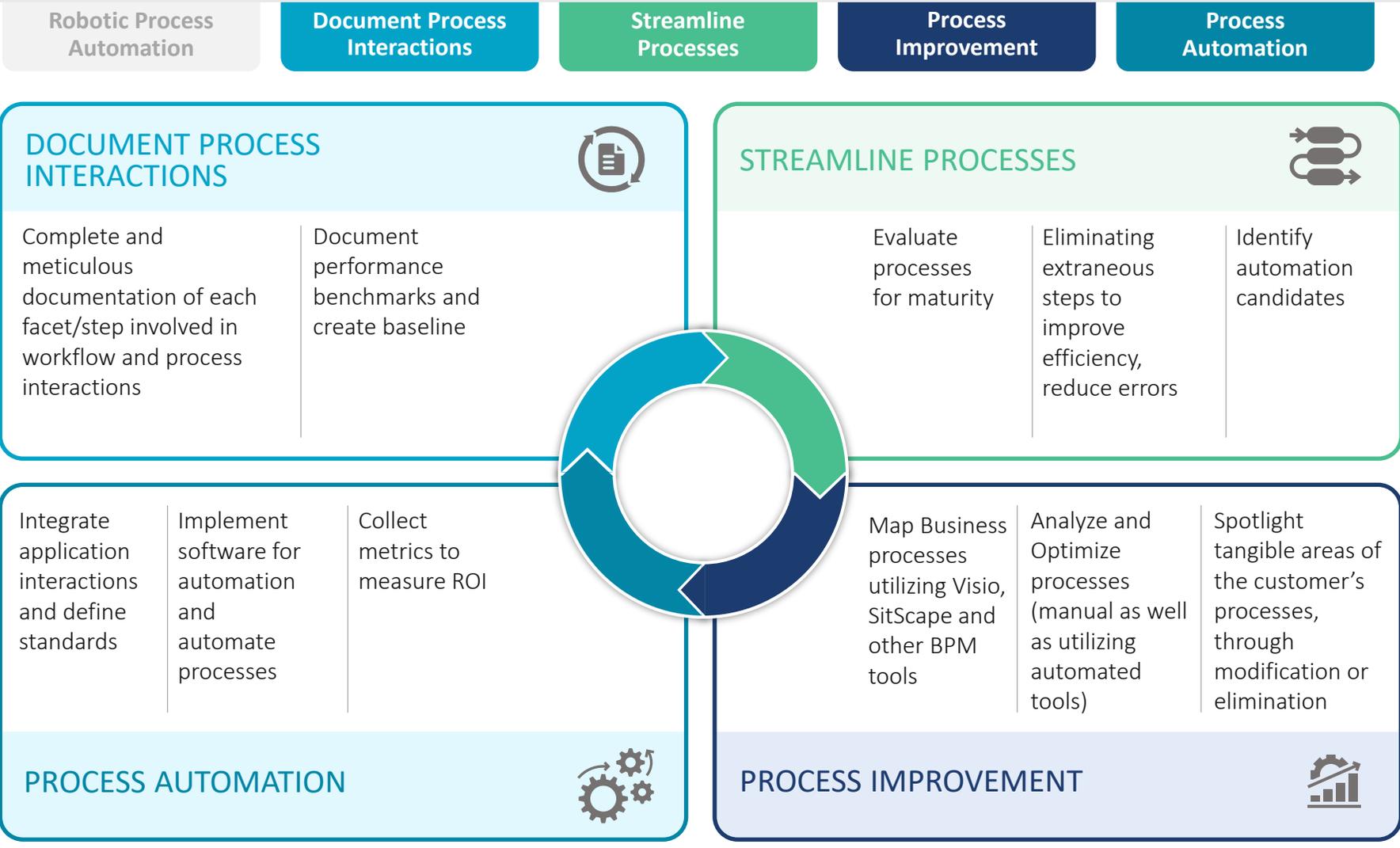
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Past Performance



IT Solutions



Data & Legal Solutions



Management Consulting



Business Automation



Training/Knowledge Management

Blockchain and Digital Asset Support (BDAS) SEC

Infotrend supports SEC OIT initiative to implement an enterprise repository for blockchain and digital asset market data to provide a foundation for enterprise digital asset analytics for the Commission. In this regard, we provide data ingestion, integration, and visualization support, as well as infrastructure design support, to operationalize this repository.

Center for Devices and Radiological Health (CDRH) Digital Transformation FDA

Infotrend is part of team providing services to address the strategic needs of Food and Drug Administration (FDA), CDRH through the Digital Transformation program. Infotrend leverages DevSecOps throughout Development, Modernization, and Enhancement (DME) and O&M activities. This program supports the creation of a new enterprise platform that aligns systems and data to business processes and the potential replacement of all current business and data systems.

Electronic Submissions Program (ESP) FDA

Infotrend supports the Center for Drug Evaluation and Research (CDER) ESP Program's Automated Submission Receipt (ASR) electronic Common Technical Document (eCTD) projects and the Electronic Document Room (EDR.) We manage upwards of 1500 data submission in various formats. We provide Operations and Maintenance (O&M) and System Life Cycle Management support services including planning, design, development, testing, upgrades and deployment.

Salesforce Integration and Implementation

The Utah Office of the Governor

We implemented Salesforce Service Cloud and Live Agent case management process and added automation/transparency to improve constituent engagement program. This added/improved analytical reporting on constituent cases and interactions in various capacities be it sourced via web, email, and phone or in person. This was a first of its kind system at the Governor's office. Prior to this engagement it was all handled via email and phone calls. This project allowed staff to clearly see, respond, and resolve cases in an organized and accountable way.

Salesforce Configure, Price, Quote (CPQ)

Google

The Salesforce CPQ project streamlined and standardized various disparate systems throughout the organization. These included excel, home grown, and ad hoc systems. Salesforce CPQ was chosen for its flexibility and ability to grow with the added product catalog and the leadership and stakeholders continue to grow its implementation and find value. Complex bundles are already part of the mix, but we continue to rollout more complex bundles, pricing, and discount tiers as they become available. This implementation will be used to price and quote Google services to global Enterprises. It consists of implementing and training global salesforce with business rules, processes, products and others.

Past Performance



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eDiscovery Support for National Exam Support Services (NESS) BPA

SEC

Infotrend supports the SEC EXAMS with Electronic Discovery and Litigation Support Services, Business/Data Analysis support and SharePoint SMEs as part of NESS Blanket Purchase Agreement (BPA) award. We provide technical and software subject matter expertise to the Office of Technology Services (OTS) and EXAMS. Our SMEs define and maintain the architectural frameworks/patterns, processes, standards and guidelines related to litigation support systems and data architecture.

Legal Technology Support Services (LTSS)

CFBP

Infotrend supports CFPB's Chief Data Office with help desk services, technical enhancements, COTS tool implementations, public communications management (docket management), infrastructure management, capacity management, AWS cloud migration services, Electronic Discovery (eDiscovery) and Technical Support Services with our team of SMEs.

Electronic Discovery Support of Litigation (EDSL)

SEC

Infotrend supports EXAMS and ENF divisions and has the responsibility to collect, receive, process, and store paper and electronic submissions from Federal securities inspections, examinations, investigations, and litigation. We provide data/document conversion/migration; receipt and logging of productions; Electronic File Processing (EFP) or Electronic Document Discovery (EDD); eD2.0 system administration support; and records management support.

Cloud Based Electronic Discovery (eD3)

SEC

Infotrend performs contract management, application modernization, project management, service management, cloud migration, COTS tool support design, configuration, testing, data and document migration, production deployment, training, and production support of the SEC electronic Discovery 3 (eD3) cloud application (Azure) in accordance with SEC OIT Life Cycle policy, procedures, and documentation requirements, current and future, for the duration of this contract.

Past Performance



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Enterprise Business Intelligence (BI) Support Services

SEC

Infotrend provides expert process management to facilitate automated project intake and delivery of new BI solutions, sustain O&M of BI platforms and developed solutions, implement a cloud migration strategy, and increase BI literacy and intuitive access to self-service capabilities. By integrating BI with other enterprise transformation roadmaps including mobile, cloud, and data management, the SEC can elevate its analytics and data maturity and ensure proactive, data-driven, and actionable decisions that align with strategic objectives. We support 5000+ employees at the SEC.

Management Consulting and Training Services BPA

NHI

Infotrend supports NHI in providing flexible learning solutions to highway professionals across the US, to improve the safety and delivery of training programs and aid the NHI in becoming the "Go To" organization with Federal Highway Administration (FHWA) for training development and delivery. Our objective is to modernize the NHI's courses, course development and delivery process, customer support, and overall program management.

SharePoint Modernization and Training

SEC

Infotrend supports EXAMS division effort to Migrate and Modernize their SharePoint Intranet site. We migrated from the SharePoint 2013 on-prem to classic 2019 on-prem solution as phase 1. Under Phase 2, we moved classic 2019 on-prem to Office 365 SharePoint Online environment. We train site owners with editing the new SP sites including creating new libraries, lists, pages, editing navigation, developing and testing sites per user requirements.

Business Analysis, Application, Program and Project Support (BAPS) Services

SEC

The Division of Trading and Markets (TM), Office of the Managing Executive (OME) directs business, operational, administrative, and support programs and activities and recently established a new office, Business Innovation and Technical Solutions (BITs). Infotrend supports the SEC's Division of Trading and Markets (TM) through our business analysis, application, program, and project support services (BAPS).

Security Based Swaps (SBS) Data Analytics and Reporting Surveillance Support Services

SEC

Infotrend provides support for the Security Based Swaps (SBS) market surveillance program. This includes design and analysis of the business architecture, data management and retention, functions, goals/objectives, processes, systems, and security. Our team is responsible for processing SBS data and/or filings reported, and providing analytical support to the Divisions' compliance reporting, monitoring, and surveillance of financial firms registered with the SEC and other market participants.