

# Capability Statement

## Overview







Sky Solutions, a digital consulting firm

- Founded in 2008 and headquartered in the Washington D.C. Metro Area
- We enable enterprises to become digital-first by implementing innovative solutions that simplify critical and complex business processes.
- Our team of domain and technical experts empower public sector agencies as well as enterprises in healthcare and financial services by using technology to change the way they work and connect with customers and constituents.

Key Differentiators

-  Success, Every Time
-  Speed to Market
-  Human Centric
-  Tailored Solutions
-  Technical and Vertical Market Expertise

## Core Capabilities

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**Digital Process Automation (DPA)**  
 Sky helps enterprises transform their operations to become Digital-first by streamlining and simplifying their business process. Our DPA solutions enable comprehensive case management capabilities while supporting emerging technologies such as Artificial Intelligence (AI) and Machine Learning (ML) as well as a modern application architecture.
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**Low Code and No Code Development**  
 Sky's Low-code solutions support rapid application development as well as one-step deployment, execution, and management of applications. We are partnered with several Low-Code / No-Code Development platforms including Pega, ServiceNow, Appian, Camunda and Bizagi.
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**Analysis of Alternatives (AoA) -- Digital Platforms**  
 Sky helps enterprises confirm their digital platform strategy, define impactful use cases that support the strategy, and identify common patterns across the use case. We then recommend the best approach for platform development (buy, build or externally partner).
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**Cloud Services**  
 Sky advises our enterprise clients on an optimum cloud strategy by evaluating public, private and hybrid cloud options from our partners AWS, Microsoft Azure, and IBM Cloud. We then formulate and implement a Cloud migration plan which takes into account security and regulatory compliance considerations including FISMA, FedRAMP, Section 508, HIPAA and Sarbanes-Oxley.
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**Robotics Process Automation (RPA)**  
 Sky helps our customers derive the most value from the Implementation of RPA software including our partners Pega, UiPath and Automation Anywhere. We operationalize reusable components, accelerators, bots and domain-specific assessment artifacts to perform as an intelligent digital workforce and complement existing business process automation platforms.
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**Agile Application Development**  
 Sky has been utilizing the Agile methodology for IT Modernization for nearly a decade. We use rapid prototyping to facilitate iterative development in a Service-Oriented Architecture (SOA) with IT Automation which includes DevOps, DevSecOps and Test Automation. We coach our clients on optimizing the methodology for their enterprise to increase innovation, speed, and ROI.

## NAICS Codes

Technology  
 541511 • 541512  
 541513 • 541519  
 541330 • 541990

Consulting  
 541611 • 541618  
 541690 • 561499 • 541330

## DUNS Number

010940388

## Cage Code

7YC29

## GSA Schedule Contract

47QTCA19D00BQ




















## Past Performance

### Internal Revenue Service

**Challenge:** The legacy case management systems currently in use result in redundancy, data overlap, and high maintenance cost.

**Solution:** Deployed cross-functional teams to modernize complex business processes using human-centered design principles.

**Benefit:** Consolidating case management processes utilizing Scale Agile Framework (SAFe) practices enables the delivery of solutions faster, more predictably, and with higher quality. The successful IT modernization of IRS will improve how the agency interacts with taxpayers and the tax community while continuing to strengthen cybersecurity protections and information technology systems.



### Maryland Workers Compensation Commission

**Challenge:** Legacy Claims Processing System is over 20 years old and requires significant manual intervention for claims approval.

**Solution:** Automating the entire claims process using the Bizagi BPM workflow tool and implementing a centralized document repository system.

**Benefit:** Greatly reduced cycles for claims processing as a result of automation and elimination of human intervention



### U.S. Department of Agriculture

**Challenge:** Farmers looking for guidance and approvals to grow certain crops were required to physically submit applications and supporting documents to USDA and then follow up on the phone or in-person to seek decisions on approvals.

**Solution:** Designed and developed a web-based Pega application to allow users to upload the necessary documents and much of the approval process and communication was automated.

**Benefit:** Significantly increased customer satisfaction by making the process simpler and faster for them while also improving efficiency at the USDA by automating previously manual processes and reducing the amount of customer service calls and visits.



### State of Utah

**Challenge:** Disparate legacy systems lacked engagement capabilities needed to deliver impactful outcomes.

**Solution:** Sky designed, developed & implemented an Integrated Pega Care and Case management Platform

**Benefit:** This unified platform enables care teams to deliver patient-centric programs across disease, utilization & wellness management. Case processing times have been drastically reduced resulting in significant cost savings and service level approvals have increased 45%.



### Department of Labor

**Challenge:** Disparate Case Management platforms between the DoL and multiple other agencies and partners hindered effective collaboration.

**Solution:** Developed and implemented a unified Appian Case Management platform

**Benefit:** The unified platform improved collaboration between the DoL and its partners which reduced case management processing times from weeks to days.



## Additional Clients



## Centers of Excellence

Pega  
ServiceNow  
Government / Public Sector  
Health Care  
Financial Services  
Section 508 Standards

## Partnerships



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