



PHASE V

CONSULTING, INC.

TRANSFORMING YOUR AGENCY'S CUSTOMER
EXPERIENCE ONE PHASE AT A TIME

CAPABILITY STATEMENT

VISION

To be the premier provider of quality, agile end-to-end IT solutions that center on the best customer experience. We aim to achieve this through understanding clients' needs, delivering innovative solutions, and forming long-lasting partnerships.

MISSION

Our mission is to enable organizations to provide superior digital experiences and streamlined operations through quality services. We accomplish this by delivering one-of-a-kind customer experiences to each and every client, every time. We implement modern technologies, automate processes, optimize data, and equip staff through our consultative approach and expertise in IT services and solutions.

COMMITMENT

Our commitment is to collaborate closely with our customers' internal teams and remain laser-focused on completing projects on time and within budget. We aim to transform organizations by improving inefficient processes, correcting data issues, and implementing world-class software and solutions - one phase at a time.

WHO WE ARE

Phase V Consulting is headquartered in Washington D.C. and is a privately held small business as well as a small disadvantaged business (SDB). We serve federal, state, commercial, and non-profit clients by providing premium IT services and staffing solutions. Our focus is on improving productivity, efficiency, and the customer experience for our clients.

OUR SERVICE OFFERING

At Phase V Consulting, we provide end-to-end IT services and solutions to optimize operations, improve customer experiences, drive digital transformation, and support day-to-day IT needs for our clients. Our core offerings include customer experience optimization, process automation, data management, cloud migration, custom software development, managed IT services, and 24/7 technical support. Our experts leverage leading technologies and employ proven methodologies to address each client's unique needs and goals.

TECHNICAL CAPABILITIES

Trusted Advisor to Federal Stakeholders
Service Desk & Desktop Support
Asset Management
Cloud Native Development Microservices
Low Code / No Code Development
Process Automation
Mobile App Development
Chatbot Implementation

BUSINESS CONSULTING

Customer Experience
Virtualization
Analytics and Reporting
Automated Marketing Campaigns
Human Capital Management
Learning Management System (LMS)

MANAGED SERVICES

Service Cloud
Artificial Intelligence
Cloud Migration and Integration
Healthcare Data Migration
Process Automation
Program Management
Project Management
System Integration

NAICS Codes

5182, 5191, 5411, 5418,
518210, 519190, 541110,
541340, 541511, 541612,
541613, 541614, 541618,
541690

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PAST PERFORMANCE FEDERAL CUSTOMERS AND EXPERTISE



**Sandia
National
Laboratories**

At Sandia National Laboratories Phase V Consulting resources served as a trusted advisor to key stakeholders by developing and defining processes for HCM cloud solutions that best supported the labs needs. Through discovery sessions and requirements gathering Phase V Consultants recommended cloud based solutions, that would improve productivity and efficiency.



At the Advanced Research Projects Agency for Health (ARPA-H), Phase V Consulting provided service desk and desktop support services across the agency and also designed and developed the IT infrastructure for the agency with a cloud first approach to research and development. Phase V Consulting was critical in developing interim solutions to automate the onboarding process and the BPA proposal routing system for the agency.



At the Federal Motor Carrier Safety Administration (FMCS), Phase V Consulting designed, developed, and implemented a customer relationship management (CRM) system to document and monitor engagement with internal and external stakeholders. Phase V Consulting managed and facilitated the IT modernization project which introduced process automation and system innovation to the agency.

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