Ik Onkar - “Oneness with Everything”

- **Leadership & Integrity**
  As leaders with integrity, we empower our high character team members to grow trust through relationship building throughout the IT industry and our customers.

- **Accountability**
  Our staff takes responsibility for deliverables -- accountable to the mission, our government customers, and the Bestica team.

- **Excellence**
  This is our mantra throughout Bestica's corporate culture at all levels. This fosters an innovative, "out of the box" collaborative environment, motivating our team's creativity to solve problems efficiently and reliably.

- **Community**
  We at Bestica believe in family, unity, and diversity as the fabric that makes us successful. Through this, we seek opportunities that perpetuate the effects our team has on working environments, improving them in any way possible.

- **Balance**
  We encourage our team to participate in events and challenges that further develop their interpersonal skills, strengthening relationships in and out of the office environment.
• Founded in 2005
• Headquartered in San Antonio, TX
• HUB Zone since 2016
• Presence in TX, DC, MD, VA
• Small Disadvantaged Business <$15M

• SBA 8(a) until 2021
• Top Secret Facility Clearance
• DCAA Approved Accounting System
• CMMI Level III (Pending)
Core Capabilities

- Cyber Security
- IT Operations & Services
- Commercial & Federal Staffing
- Program & Project Management
- Software Development & Sustainment
- IT Consulting & Solution Architecture
- Training
- IT Infrastructure
- Data Analytics

Bestica is always trying to improve our customer’s core capabilities.
### Requirements Analysis
Identify and build a team of stakeholders and SME’s that work to understanding the clients needs.

### Development
Translate the specs feature work into definable development tasks to build out the feature areas within the project.

### Deployment
Encompasses all required processes for deploying new software or hardware to production environment.

### Design
Drive business processes and requirements into a definable set of specs following a set established design patterns.

### Testing
Testing at the end of sprints and milestones drives quality and ensures the feature set delivery to the customers.

### Training & Sustainment
Incorporate sustainment work into existing project schedules to ensure high priority requests are completed and delivered.
Bestica serves its customers with the highest standards of service, supporting our customers with approved industry best standards and practices. Our growing ISO Certifications have allowed us to build a strong business platform to emphasize efficiency and Agile environments.

**ISO 9001:2015 Quality Management Principals**

QMP 1 - Customer focus  
QMP 2 - Leadership  
QMP 3 - Engagement of people  
QMP 4 - Process approach  
QMP 5 - Improvement  
QMP 6 - Evidence-based decision making  
QMP 7 - Relationship management

**ISO 200001:and 27001 certification**

Information technology - Security techniques  
Information security management systems.
Bestica can help with the following:

- Design, develop, manage and implement information technology
- Provide specialized and highly technically trained individuals for healthcare
- Oversee, trains and tracks programs through ISO program management objectives
- Administer and carry out executive administrative solutions to help fulfill organizational needs
Past Performance Defense Contract Management Agency (DCMA)
POC: Pedro Lamdagan
Email: pedro.f.lamdagan.civ@mail.mil

- Provides support and maintenance for all capabilities under the Collaboration portfolio
- Documents and controls all code changes using government-supplied software.
- Complies with DCMA change management processes.
- Prioritizes day-to-day operations with Program Manager and other DCMA staff to enable effective sustainment, maintenance, testing, and training of software and related products.
- Prepares and conducts Quality Control Reviews (QCRs)
- Complies with all applicable laws, rules, and regulations.
US ARMY MEDICAL COMMAND (MEDCOM) FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

POC: Rey Ruiz
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Development of Financial Management Information System (FMIS) Enterprise application. Scope of work included:

- **Software Development/Sustainment Support:**
  Refactor, migration & consolidation of legacy systems and manual process into one web based enterprise application.
  Migration/consolidation of legacy databases & homegrown data systems to new centralized database infrastructure.
  Creation of automated Extract Transform Load (ETL) automation process (all automated jobs, workflows, scripts, and procedures used to perform data pulls, data loads, data cleanup, data processing for FMIS).
  Development of customer, workflows, automated approval processes, chart, graphs, interactive training media and other widgets for enhancement of UI and user experience.

- **Infrastructure Sustainment/Maintenance Support:**
  Full lifecycle support for FMIS servers environment to include migration/upgrade of system hardware, server maintenance, RMF accreditation, COOP, & hosting support.

- **Help Desk Support:**
  Provides Tier I/II 24/7 support for documentation, operations deployment, security, configuration management, training (admins and end users), COTS product management and end user incidents. IAW Information Technology Infrastructure Library (ITIL) standards.
Managed the full Lifecycle of MEDCOM’s Resource Summary (RsBUX) enterprise application. Scope of work included:

- **Software Development/Sustainment Support:**
  Development, sustainment and maintenance of RsBUX web application to include the design and implementation of new functionality, enhancements and modification to include data models, controllers, and views for the presentation of information and to enhance user experience.

  Sustainment, integration, and modification of RsBUX’s SQL databases, SQL queries, views & stored procedures, ETL processes.

- **Infrastructure Sustainment/Maintenance Support:**
  Full lifecycle support for RsBUX server environment to include server/client sided patches, hotfixes, configuration changes, COOP, RMF and other critical server/application administration and maintenance.

  Hosting of RsBUX server environments.

- **Help Desk Support:**
  Provides Tier I/II/III support for security, configuration management, training(admins and end users) and end user incidents. IAW Information Technology Infrastructure Library standards.
DCMA - DCMA360

POC: Breton Wilbun
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Email: breton.e.wilbun.civ@mail.mil

Development/Sustainment of DCMA360 website, eDRMS records management system and DCMA SharePoint Farm. Scope of work included:

- **Software Development/Sustainment Support:**
  - **Software Development** - Design, development, test and sustainment of DCMA 360 website, eDRMS records repository and DCMA’s SharePoint environment.

- **SharePoint UI/UX Development** - Design and code SP master page, design asset guides for IT systems and applications, branding support and website updates.

- **Database Development** - Database and eDRMS systems maintenance to include implementation and deployment in all development and test environments, sustainment, data and document migration from T-Drive and HP TRIM.

- **Project Management Support:** Overall Project Management oversight to include schedule and planning.

- **Content Migration Support:**
  - Support efforts to transition content from SP 2010 to SP 2016 to include matters related to security/permission configurations.

- **Infrastructure Sustainment/Maintenance Support:**
  - **DCMA Infrastructure Support** - Monitors and maintain current and legacy SP/DCMA 360 systems, to include implementation and deployment in all development and test environments and migration/upgrade of system hardware, server maintenance, RMF accreditation, COOP, & hosting support.

- **Data Migration and Integration:** Tier III - Customer support related to all areas under the purview of the eDRMS team which includes eDRMS configuration and sustainment.

- **Help Desk Support:** Provides Tier I/II 24/7 support for documentation, operations deployment, security, configuration management, training (admins and end users), COTS product management and end user incidents. IAW Information Technology Infrastructure Library (ITIL) standards.

- **Records Management:** Records Management: Provide guidance, analysis and support (Tier II/III) to DCMA Record Management office for agency’s record management (eDRMS) and DCMA IT Collaboration team to implement and support agency’s effort to create an automated and transparent records management program.
DEFENSE HEALTH AGENCY
CLINICAL SUPPORT SOUTH - ARMY
SPECTACLE REQUEST AND
TRANSMISSION SYSTEM WEB
(SRTSWEB)

Development of Spectacle Request and Transmission System (SRTS) Web application. Scope of work included:

- Software Development/Sustainment Support:
  Design, development, test and sustainment of SRTSWeb website to include the design and implementation of new functionality, enhancements and modification to existing code to improve user ability and overall user experience.
  
  UI/UX support to included wireframes, mockups, custom graphics, banners and other UI/UX processes for improving usability and overall user experience.

- Customer Support:
  Provides Tier I/II/III 24/7 support for SRTSweb application and user base IAW Information Technology Infrastructure Library standards.

- Infrastructure Sustainment/Maintenance Support:
  Full lifecycle support for servers environment to include migration/upgrade of system hardware, server maintenance, RMF accreditation, COOP, & hosting support.

POC: Patricia Conaway
Contact: 210-536-7106
Email: patricia.a.conaway4.civ@mail.mil
Development of Surgical Scheduling System (S3) Web application. Scope of work included:

- **Software Development/Maintenance Support:**
  Design, development, test and sustainment of S3 website to include the design and implementation of new functionality, enhancements and modification to existing code to improve user ability and overall user experience.

  UI/UX support to include wireframes, mockups, custom graphics, banners and other UI/UX processes for improving usability and overall user experience.

- **Customer Support:**
  Provides Tier I/II/III 24/7 support for S3 web application and user base IAW Information Technology Infrastructure Library standards.

  Provided end user training support for S3 web, created user training guides, job aides, online training modules for S3 web user base.

- **Infrastructure Sustainment/Maintenance Support:**
  Full lifecycle support for servers environment to include migration/upgrade of system hardware, server maintenance, RMF accreditation, COOP, & hosting support.

POC: Patricia Conaway
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US ARMY MEDICAL COMMAND (MEDCOM) TIER I/II/III ENTERPRISE SERVICE DESK SUPPORT

POC: Warren Brown
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Email: warren.r.brown.civ@mail.mil

Development/Sustainment of DCMA360 website, eDRMS records management system and DCMA SharePoint Farm. Scope of work included:

- Provide Sys Admin Tier 2/3 support ensuring security systems administration and information assurance support for all enterprise assets. Monitors uptime availability of applications, and servers.
- Utilizes government-provided software programs to ensure compatibilities between different operating systems and domains, file access methods, installed programs, and retrieval of information data.
- Maintains access control lists of data storage and space allocation of devices for authorized users.
- Ensures access to information and compatibility with unique software and other related systems.
- Analyzes file organization and data base structure acting as required to eliminate deficiencies, i.e., contiguous file allocation, file reorganization, space shortages.
- Executes software releases on the Windows servers thru change management process. Conducts patching to include security updates, virus updates, and vendor related software fixes and patches.
- Ensure that all IT assets (as required) are certified and accredited via the Risk Management Framework (RMF).
- Performs system administrative duties on enterprise servers, EUDs and networks to ensure optimal functioning. Maintain systems and platforms at 99% availability.
- Utilizes SCCM remote control, BOMGAR, and/or other similar tools to repair and troubleshoot operating systems, application software, reset of configuration settings or any unusual reported errors. Create and update SCCM packages, desktop images as required.
- Sets-up and configure network and email accounts on client machines.
- Support, validate, implement, maintain, secure, and document DAR solutions.
- Provides incident management services to MEDCOM end users, track and documents all incidents in Remedy TMS.
- Provide O&M support to virtual infrastructures and virtual machines.
WHY BESTICA?

Technology Agnostic
Our agnostic approach allows us to focus on developing solutions that best fit each individual customer's needs.

Strong Partner Network
Bestica has established technology partnerships with multiple organizations to provide our clients high-quality solutions.

Local Company
Bestica corporate office is located in San Antonio and is local to Liquidweb Corporate HQ.

Proven Track Record
Over a decade providing quality IT services to both government and commercial sector clients in a variety of industries.

Excellent Customer Service
Our mission is to provide the best customer service possible by focusing on creating a memorable experience that exceeds clients expectations.

Knowledgeable Expertise
Bestica has a strong network of professionals and in-house SME's for providing solutions across a wide range of technical services.
• Georgia National Guard
• Georgia Nation Guard Cyber Readiness
• US Army Medical Command (MEDCOM) Information Technology
• Medical Education Training Campus (METC) Computer Install and Configuration
• US ARMY MICC RSBUX/FMIS
• Defense Contract Management Agency (DCMA)
• DHA SRTSWeb
• DHA S3 Scheduling
Recent Awards

- Best Minority Technology Firm 2018
- INC Magazine - "Among the nations 5000 Fastest Growing Companies"
- #11 of 50 Fastest Growing Small Companies in San Antonio
- MED Week Award Winner for Excellent Contracting Support
- Executed over $20M in contracts with Fortune 500 companies and government organizations
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