

# DESIGNING SUCCESS, INC. CAPABILITY STATEMENT

## COMPANY OVERVIEW

A certified woman-owned, small business, Designing Success, Inc. developed and markets Tracking At-A-Glance® (TAAG), a web-based, intuitive software application for case management and performance tracking. TAAG is designed to enable government agencies, housing authorities, disaster relief organizations, and other non-profit and social services agencies to streamline the delivery of services to clients, automate the case management process, and manage caseloads from intake through program completion.

## CORPORATE EXPERTISE

- Can be 'up and running' and fully operational within 48 hours
- Proven success working with Federal, State, and local government agencies
- In less than 30 days from contract execution, created a customized, fully operational database for DHAP-Katrina accessed by 352 housing authorities with over 2500 users
- Specialists in HOPE VI CSS reporting requirements (installed and maintain databases for 59 HOPE VI grants)
- Exemplary customer service – Support requests receive a response within 15 minutes
- Principals owned and operated four (4) state-licensed vocational training schools where Tracking At-A-Glance® was initially developed to internally track services provided and client outcomes related to their economically disadvantaged students

## PRODUCT HIGHLIGHTS

- Tracking At-A-Glance® is a web-based application, providing users with increased flexibility, real-time data, and cost savings due to reduced service duplication
- TAAG software is highly customizable - With a point-and-click interface, site administrators can add, edit or delete from drop-down lists as needed to meet program requirements
- All data fields are searchable, reportable, and exportable – Reports can be created based on any data field. All reports can be exported to Microsoft Word, Excel, or Access
- Reduces administrative burdens on case workers, managers, etc., enabling them to spend more time with their clients and achieve greater results

### Company Information

|                      |                            |
|----------------------|----------------------------|
| Structure:           | Woman-owned Small Business |
| DUNS Number:         | 148103182                  |
| EIN:                 | 65-0632581                 |
| GSA Schedule 70:     | Contract GS-35F-0530X      |
| Incorporated in:     | Florida                    |
| Company established: | 1996                       |

### NAICS Codes

|        |  |
|--------|--|
| 511210 | Software Publishing                            |
| 518210 | Data Processing, Hosting, and Related Services |

### FSC/PSC Class

|      |   |
|------|---|
| 7030 | Application Software                            |
| J070 | Maintenance of Software                         |
| D399 | Other Data Transmission Services, Not Elsewhere |

- TAAG has seven (7) levels of security that limit access to caseload information
- Tracking At-A-Glance® serves as a case management training tool in addition to a resident tracking system
- TAAG enables agencies to quantify program outcomes, increasing internal and external accountability
- Continuous feature enhancements are driven by client feedback

## CLIENTS

Government agencies, public housing authorities, disaster relief organizations, and social services agencies across the country have used Tracking At-A-Glance® software. Examples include the U.S. Department of Housing and Urban Development for the Disaster Housing Assistance Program (DHAP-Katrina), Neighborhood Centers, Inc. for the Texas State Pilot Program for Disaster Case Management, the Louisiana Recovery Authority (LRA) for DHAP-Katrina Transitional Closeout Program for the State of Louisiana and the Alternative Housing Pilot Program, MFR, P.C. for the DHAP-Katrina Transitional Closeout Program for the State of Tennessee, Central Advisory Council, Catholic Charities of the Diocese of Baton Rouge, Arbor Education & Training (Prince George's County), public housing authorities nationwide, and other large and small non-profit organizations.

## EQUIPMENT AND FACILITIES

- Designing Success is headquartered in Hollywood, Florida.
- Company-owned servers utilize Enterprise-level technology, including:
  - Intel Xeon quad-core i7 64-bit servers @3.33 GHz
  - Multiple servers – all load-balanced
  - Microsoft SQL Server Enterprise 2008
- Servers are co-located at a facility with multiple security features, including:
  - The same encryption technology for data that is used in online banking
  - 24x7x365 Monitoring with Emergency Response
  - Redundant physical and electronic access control, including cameras and armor coating on NOC doors
  - Redundant power feeds, Internet backbone connections, server arrays, firewalls, and equipment (routers, switches, etc.)
  - Separate Network and Switches used exclusively for backup

## CONTACT INFORMATION

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