Purpose

We want to reshape how technology is used by creating innovative products and digital services.

SOFTRAMS

CAPABILITY STATEMENT

Vision

Softrams is built on accelerating innovation and redefining the digital landscape through building human-centered services that are simple, intuitive, efficient, and usable. We embody being agile, so we can aspire and achieve. We believe in teamwork and foster a culture of respect, empowerment, and collaboration to ensure we not only meet our professional goals but exceed client expectations of our products and services. Our users become enthusiastic and inspired through our innovative deliverables, human centered design (HCD) initiatives, and agile development practices

Mission

Softrams' mission is to grow as a consulting and solutions provider specializing in emerging technologies. Our investment into our growth has enabled us to emerge as a leading Healthcare Information Technology company. We capitalize on our expertise in modern, innovative technologies by delivering solutions in other domains to spur growth, mature our experiences and validate our accelerators.

STAND UNITED

The current climate of divisive politics and ideologies reminds us of the importance of unifying values. At Softrams, we believe in equity and justice for all which makes us proud of our diversity.

PROVIDE VALUE

We take pride in our work and strive to provide exceptional digital services that are achieved through in-depth research, avant-garde creativity, and tenacious execution.

TRANSFORM DIGITAL LANDSCAPE

With our client partnerships, we aim to make a difference in how technology shapes our world. We co-create new possibilities for how work is managed.
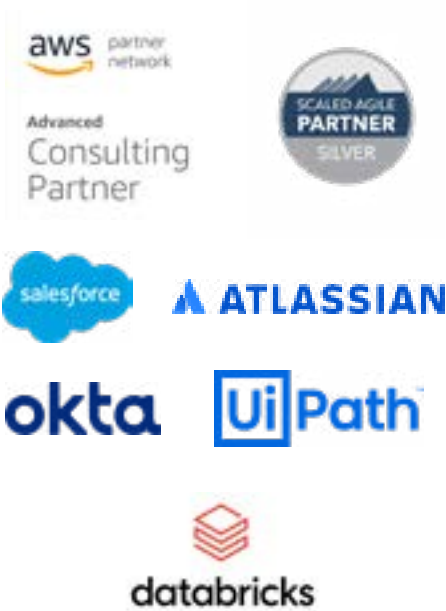
WHO WE ARE

"We may not be perfect; but we work hard, continuously improve, and are transparent in our journey of making a difference."

"We offer innovative technology implementations and build customer-centric services that are simple, intuitive, and usable for a wide variety of industries that range from Healthcare, Defense, Aerospace, Agriculture and many more. Additionally, we are certified Scaled Agile Framework (SAFe) practitioners and trainers recognized among our peers and customers for our ability to successfully transform organizations into Lean-Agile enterprises."

OUR PRACTICES

- Human Experience (HX)
- Artificial Intelligence (AI)
- Cloud/DevSecOps
- Cyber Security
- Robotic Process Automation (RPA)

AFFILIATIONS

aws partner network
Advanced Consulting Partner

SCALED AGILE PARTNER SILVER

salesforce

ATLASSIAN

okta

Ui Path

databricks

AWARDS

TECHNOLOGY TOP WORK PLACES 2021

DISRUPTIVE TECH AWARDS 2020 WINNER

WASHINGTON TECHNOLOGY FAST 50 2020

Inc. 5000 Regionals — DC METRO — 2021

FASTEST GROWING COMPANIES

Process Maturity

Small Business Certifications

HUBZone CERTIFIED

SBA U.S. Small Business Administration

Contract Vehicles

Facilitates the modernization of CMS business processes and systems.

- **GSA MSA** – Contract Number: GS35F372DA
- **SPARC** – Contract Number: HHSM-500-2017-00023
- **STARS III** – Contract Number: 47QTCB21D0259

SPARC

GSA Advantage!

8(a) STARSIII

NAICS Codes

518210 – Data Processing, Hosting, and Related Services

541330 – Engineering Services

541511 – Custom Computer Programming Services

541512 – Computer Systems Design Services

518210 – Other Computer Related Services

518210 – Administrative Management and General Management Consulting Services

541612 – Human Resources Consulting Services

541618 – Other Management Consulting Services

541690 – Other Scientific and Technical Consulting Services

541720 – Research and Development in the Social Sciences and Humanities

541990 – All Other Professional, Scientific, and Technical Services

CASE STUDIES

Fraud Prevention System (FPS)

▶ 1 PRODUCT TEAM (AS A SIGNIFICANT SUBCONTRACTOR)

Softrams implemented advanced data analytical tools to allow Zone Program Integrity Contractors (ZPICs) and law enforcement to view evidence, track investigations, and perform rulings. With the integration of Tableau, the Dashboard reporting system, and Big Data tools, large data sets (~15 million claims daily and 20 billion historical claim lines) are analyzed for patterns, predictive modeling, rule development, representation, and cleansing to screen claims for potential Fraud Waste and Abuse (FWA). Using our HCD methodology that places user' needs at the center of all decisions, we created a system for identifying data changes and FWA detection.

Health Plan Management System (HPMS)

▶ 7 PRODUCT TEAMS

Softrams provides legacy modernization and maintenance of the HPMS information system that plays a critical role in the daily operations and high-profile initiatives of the Medicare Advantage and Part D programs. Our teams provide vital system support for HPMS data collection, compliance business functions, strategic planning, program analysis and reporting activities. Softrams DevSecOps engineers launched the modernized HPMS in a sub-6 month cloud migration- while providing ongoing operational support to implement 27 major releases to production, process 108 CRs, and respond to 71 operational support requests- without significant business interruption. Using Infrastructure as Code and the CI/CD pipelines we developed, we can build the entire HPMS environment within one hour. We incorporate lean practices to minimize uncertainty, reduce waste, maximize value, and support flexibility for HPMS.

Innovative Design, Development, and Operations Contract (IDDOC) ▶ 5 PRODUCT TEAMS

Softrams supports CMS's vision of improving health care quality and reducing the cost of services through implementing innovative health care models for alternate payment options. Our HCD researchers facilitate Joint Application Design and brainstorming sessions. Our program and product managers develop alternative analysis and offer recommendations for new technology to our customer. Using this data, we develop prototypes and complete usability testing for the selected options. We built 4i (For Innovation) a serverless Cloud-based enrollment system for direct contracting and kidney care models using SAFe delivery practices in 4.5 months after the contract award. The large, complex ACO-OS processing environment has been reset with a Python programming workspace for data analysis, allowing for more timely beneficiary data sharing preferences and replacing time-consuming manual data validation with automated processes. Since February 2020, there have been there have been no Claim and Claim Line Feed (CCLF) issues found requiring a rerun – this benefits our customers with higher quality, improved delivery times, and increased available support capacity.

Accountable Care Organization Management System (ACO-MS)

▶ 3 PRODUCT TEAMS

Prime contractor Softrams modernized ACO functionality utilizing Open-Source technologies in the AWS to facilitate time-sensitive annual certification review and approval for the Shared Savings Program (SSP) ACOs. ACO-MS supports agreement enumeration and management; application submission and tracking; plus participant and affiliate list management activities for over 6,000 users. ACO-MS is the first application to use end-to-end API based integration with the identity management system at CMS. This green field system was designed developed and acceptance tested using HCD and Agile best practices in the AWS cloud using cloud native API architecture. Softrams teams used nimble and fast prototype development to help advance the Agency's understanding and implementation of this innovative application. We successfully demonstrated our prototype approach to address several identity management challenges associated with user credentials/roles and API key management to CMS. In 2019, this gateway and backbone system supported SSP ACO Providers providing care for 10.9 million Medicare Beneficiaries and saved $739.4 Million for Medicare Trust Fund.

Medicaid Drug Program (MDP)

▶ 4 PRODUCT TEAMS

Softrams is the prime contractor for MDP, supporting CMS's vision to enhance and design intuitive system workflows, processes, and functionality for enhanced analytics, data sharing, and a reduction in administrative burden for all stakeholders. Softrams is implementing HCD and Agile business processes to decompartmentalize data and operational processes for efficiency gains and real-time data views and oversight. Softrams' skills in project management, transition phases, O&M, modernization, and DevSecOps make us the partner of choice to innovate this program.

Centers for Medicare & Medicaid Services Analysis, Reporting and Tracking System (CMS ARTS)

▶ 1 PRODUCT TEAM

The CMS system of record for tracking Contractor Business Proposals, Cost Reports, Deliverables, and Workload Information is used by the agency for financial, budget and cost related information, which includes platforms for dashboard reports, contract performance reports and FOIA requests. Softrams is modernizing this system to provide operational support for regularly schedule tasks and jobs, maintenance support for software resolution, improved functionality, on-demand and regular report analysis, and a database for past and present documentation. Our HCD-based "Comprehensive Credential Management System (CCM)" prototype solution provides user credential/role management, rapidly proliferates APIs, and provides API key management across multiple CMS systems that share data with ARTS.

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies Bidding System (DBidS)

▶ 1 PRODUCT TEAM

Softrams' approach to managing the system is based on foundational U.S. Digital Service principles of 1) addressing the whole experience from start to finish, 2) building services using Agile and iterative practices, and 3) using data to drive decisions. Within these foundational guidelines, Softrams conducts a proven wave-based transition and assumes responsibility for ongoing operations and maintenance, annual bid development, and modernization services to meet the objectives given. Our development sprint team refactored components and services within 6-months using SAFe delivery processes to maximize quality. This DBidS framework establishes quality standards for suppliers and enhances enablement following HCD methodologies.