

Entara Firm Overview

COMPANY SNAPSHOT

INDUSTRY

- State & Local Government
 - Public Safety
 - Judicial Branch
- Healthcare & Life Sciences
- Insurance

TECHNICAL SPECIALIZATIONS

- Program Management
- Organization Design and Change Management
- Application Development
- Enterprise Architecture
- System Integration
- Financial Planning & Control

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Mission & Background

Entara's mission is to lead organizations in achieving their highest potential through the unique blend of management, project and technical services. Our professionals act with integrity and deeply care about their profession and the success of their clients.

Entara is a program management and IT engineering services company. We focus on designing and managing programs to improve the quality of work and work life and building capacity for state and local governments and corporate clients in regulated industries. Our aim is to help our clients be more efficient, effective, and respected. Our technical areas of expertise are organization design and information technology. We are pleased to have been asked to work with some of the leading architectural, engineering, and information technology firms in the world to provide our expertise to them and their clients. Among the client organizations with which we have worked extensively are such public sector institutions as courts and justice community agencies, public utilities, and legislative bodies and private companies from the financial, information technology, and insurance sectors.

The firm and our client service teams are led by very senior managers and practitioners who have many years of experience leading successful governmental improvement/innovation programs. The scope of these programs has included analysis, assessment, and re-thinking of organizations and how they work, and the design and implementation of new information technologies to support them. It is our experience that organization and technology interact. Successful innovation programs are highly dependent upon this interaction. Accordingly, the methods and practices we bring to our clients help assure broad participation by executives, managers, and workers and their collaboration in meeting the needs of people and enabling the public institutions that serve them to be better enabled to create and harvest public value.

Our senior managers' initial experience in learning how facilities interact with organization and technology came about through work for the Judicial Branch of the State of Connecticut where issues of historical preservation and space utilization in court houses converged with needs to develop and implement new information technologies and business processes. Not the least of the convergent issues was public access to court facilities and information. More recently, Entara led a project to prototype new office space for a local governmental organization composed mainly of knowledge workers. Here, the adoption and adaption of open work spaces and new technology converged. Among ancillary issues were employee parking of personal and city vehicles and travel arrangements among other government offices. The lessons learned here were carried over to the design of a new operations center for a 1,800 hundred person department.

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We have learned from our public sector experience, the process used to reach decisions is often as important as the quality of the decisions themselves, especially when the issues are substantive and multiple constituencies must be involved. Transparent process confers a legitimacy of its own.

Therefore, we are careful to identify the tensions that exist among those constituencies in a way that can lead to helpful discussion and ultimately the selection of appropriate and implementable organization innovation and improvements and new appropriately supportive information technologies.

Our client service team includes people with relevant expertise and experience in governmental program and project management, change management, capital project planning and control, business analysis, IT architecture and standards, internet / intranet networking and call center management, homeland security / public safety, outsourcing and “de-privatizing” governmental functions, data facility center data analysis assessment and management, facilities management, and organization design.

PROFESSIONAL EXPERIENCE

■ PROGRAM & PROJECT MANAGEMENT

- Government – Assisted large state government with managing their technology portfolio that was in excess of \$140,000,000.
- Government – Managed the development of a prototype operations center for a major city government.

■ BUSINESS ANALYSIS & BUSINESS PROCESS DESIGN

- Implemented process improvement for multiple industries including insurance, manufacturing and government; as an example provided in-depth analysis of core business processes supporting the underwriting of individual insurance policies achieving the stated goal to reduce the underwriting time within three months.

■ APPLICATION DEVELOPMENT

- Piloted leading edge software concepts for the health care and entertainment industries; as an example, created an electronic laboratory notebook and workflow system for a major, world-renowned hospital.
- Government – Developed and implemented local and state wide case management systems improving efficiencies in the areas of citation issuance, court case management, fine collections and data interfaces to local, state and federal agencies. Provided state-wide Protection Order Registry to standardize Orders of Protection and reduce workload for court and law enforcement staff. Provided Tax Warrant processing application to improve workload efficiencies in Clerk’s offices.
- Software – Developed ETL tool to expedite the process of bringing disparate data sources together for analytical processing. Assisted the client in refining its XML data model, producing customized agency-specific data migration solutions with less than 10 days required for a typical deployment.

■ SYSTEMS INTEGRATION

- Health System – Implemented document management system that streamlined patient care through the integration of multiple systems.
- Government – Implemented a new case management system which required fourteen interfaces to other applications and agencies and a document management system that eliminated the creation of new hard copy case files and reduced overall office paper reliance by 75%.
- Staffing – Integrated recruiting and hiring website to increase the efficiency and reduce the timeline of hiring new employees in a competitive industry.

■ ORGANIZATIONAL DESIGN & ALIGNMENT

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- Government – Led a program to design and build a new work place and operations center for a 1,500 employee city department, improve middle manager performance, further develop the work force, and implement new technology.
- Insurance – Implemented a business analysis function to achieve organizational alignment. Enhanced the quality of defining business requirements, and established guidelines to improve the ability to effectively test stated requirements, resulting in the reduction of system development defects caused by vague or missed requirements.

COMPANY AFFILIATIONS

- Our employees have come from some of the largest organizations:

