

## Information Management & Technology Services

**T**he Baldwin Group, Inc. (TBG) is an award-winning consulting firm with a reputation for delivering inspired results. TBG has a dedicated team of *TBG Resultants*<sup>™</sup> executives, leaders, staff, and associates who consistently produce outstanding results for clients! We pride ourselves on practicing customer-centric consulting to exceed client expectations. *TBG Resultants*<sup>™</sup> provide new strategies, ideas, tools, processes, and even training whenever needed. Most importantly, *TBG Resultants*<sup>™</sup> help our clients make critical decisions and validate ideas, by igniting the client's promise of service excellence.

The service offerings have included:

- Database design and development

- Web-based training development
- Software testing and evaluation (IV&V)
- GIS, remote sensing, software development, and IT support
- Network management & security

TBG staff is currently working with the Coastal Services Center at the National Oceanic and Atmospheric Administration (NOAA) providing Geographic Information System (GIS), remote sensing, computer programming, web development, and information technology support. TBG staff has distributed in 13 states to support coastal zone management.



*“Bridging the people side of the enterprise with the technology side of the task.”*

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TBG provides database and technology computer systems support to government clients. TBG was recognized as the *Disadvantaged Business Contractor of the Year* by the U.S. Department of Agriculture (USDA) for its work in managing the Food Safety and Inspection Service's computer systems. TBG provided 18-hour per day support for 7-days each week and generated client-requested reports from the food inspectors. TBG designed and developed a database for the National Institutes of Health (NIH) over 10 years ago that has been in continuous service since. The database, with 600 individual consultants, supports the research, design, development, and treatment of drug abuse for the nation nationwide. More recently, TBG staff managed the HHS's Office of Family Planning's (OFP) consultant database of 400 individuals and helped diagnose its shortcomings while making recommendations for its improvement.

*TBG Resultants™* were involved in benchmarking the Management Information System and a Warehouse Management System for the USDA and then made recommendations for improvement that were aligned with the identified needs of the client. This work included the evaluation of an online Print-On-Demand system that was under utilized. *TBG Resultants™* have served as independent testers of new software in Independent Validation & Verification assignments.

TBG staff is currently working with the National Oceanic and Atmospheric Administration (NOAA) providing Geographic Information System (GIS), remote sensing, computer programming, web development, and information technology support to the Coastal Services Center (CSC). TBG has staff distributed in over 13 states that support coastal zone management.

TBG provides client support in the use of technology to manage its projects. This includes the use of a client-accessible TBG database, along with the use of web technology for conference calls and document edits online. Further, TBG has helped clients apply e-learning technology to traditional manual tasks, such as training. TBG staff recently converted three instructor led trainings for the Defense Facilities Directorate at DOD into three web-based electronic courses with activity tracking and security controls.



For the past ten years with the Federal Government, TBG has helped to bridge the gap between the people side of the enterprise and the technology side of the task. We do this with a good sound

understanding in the use of the advanced IT technology concepts required to facilitate work and enhance our ability to optimize the expertise of people. In that regard, TBG personnel, together with our consulting partners have worked on a range of different technology support services for our clients. We recognize that Information Technology will continue to be the foundation of all future work. Thus, we are building partnerships and alliances, with leading technology firms who share our core principle that the client is central, in order to extend the power of innovative IT solutions for our customers. With this approach, TBG will help narrow the gap between people and the kind of technology solutions that can help achieve a business unit's most important mission objectives.