

DATA ANALYTICS

HighPoint Digital, Inc. (HighPoint) has highly skilled staff with decades of combined experience that engage in the complete analytics capability delivery lifecycle, from discovery to implementation to support. We use Agile methodologies to evaluate an agency's data requirements, choose the most accurate and relevant data sources, find practical ways to present and use data, and offer a framework for making that vision a reality.

HighPoint helps agency partners by developing recommendations and prototypes for optimal data and analytics strategies, to improve both processes and customer experience. We understand that data is an enabler and a measurement tool for other Centers of Excellence (CoEs), including Customer Experience, Contact Center, Change Management, and Continuous Improvement. We work closely with CoEs to present recommendations that align and support the common goal of key performance measures against critical processes.



Automation: HighPoint uses **MACHINE LEARNING, ARTIFICIAL INTELLIGENCE, AND ROBOTIC PROCESS AUTOMATION** to resolve issues and pioneer improvements including automated underwriting, document classification, and anomaly discovery



Increasing Operational Efficiency: HighPoint captures **65 MILLION CALLS ANNUALLY** for Quality Assurance through data analysis



Improved Customer Experience: We support **800 ANALYSTS** at the Commodity Futures Trading Commission by research and testing to create advanced, innovative analytics platforms

MODERN APPROACH TO DATA ANALYTICS

HighPoint uses data analytics to identify trends in order to enhance efficiency, procedures, and the citizen experience for agencies such as the U.S. Department of the Treasury, Office of the Comptroller of the Currency, and Centers for Medicare and Medicaid Services.

ABOUT HIGHPOINT

Established in 2006 with the sole purpose to elevate citizen experience and promote US diplomacy. From contact centers and training to digital and data services, our team works with Government agencies to efficiently integrate people, processes, and technology that help Government deliver on the needs of its citizens and employees.

Privately held company with offices in Indianapolis, Indiana; Baltimore, Maryland; and Herndon, Virginia.

For additional information, visit www.highpointdigital.com.

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| DUNS | 03332417 |
| TIN | 54-1887277 |
| Cage Code | 1P8CO |
| NAICS | 541511, 541512, 541513, 541519 611420, 611430, 611710 |

CONTRACT VEHICLES

- CIO-SP3 Unrestricted
- MAS Schedule Contract (Includes Professional Services Schedule)
- FCC Application Development Support Services (ADSS)

OUR IMPACT

Our work impacts millions of citizens working with 15+ Government clients.

We help citizens gain access to healthcare, ensure our troops are fed around the world, and connect the world to US diplomacy.



11 MILLION PEOPLE through HUD systems living in multi-housing facilities



2 MILLION TROOPS across 550 global locations through food ordering and receipt system



60 MILLION MEDICARE BENEFICIARIES accessing healthcare



203 MILLION CITIZENS using the Federal banking system daily



8.5 MILLION CITIZENS accessing regulations daily

CORE CAPABILITIES

Integrated services provide efficient outcomes to the Federal Government.

- Contact Center Optimization
- Agile Application Development
- Digital and Media Services
- Data Services
- Training and Knowledge Management

CERTIFICATIONS

