



HighPoint

AGILITY. INNOVATION.
EXPERIENCE > DELIVERED.

GRANTS MANAGEMENT: MISSION SUPPORT AND IT INNOVATION

For over 10 years, [HighPoint Digital, Inc.](#) (HighPoint) has supported the evaluation and implementation of multiple Government-Off-the-Shelf (GOTS)/Commercial-Off-the-Shelf (COTS) Grants Management solutions which have measurably improved the worldwide Department of State (DoS) grant community's Federal financial assistance policy compliance, data governance, operational effectiveness, and efficiency.

HighPoint's Grants Management expertise has helped DoS resolve a range of Significant Deficiencies and Office of Inspector General recommendations, improve policy, procedures, and program management, and respond to mission-critical stakeholder needs, while supporting over 30 bureaus and 260 posts around the world that annually award over 17,000 grants transactions worth more than \$11 billion. HighPoint has been dubbed the **"Gold Standard of customer service at the Department of State"**.

We Understand the Mission



Captured and transitioned nine Federal assistance instruments encompassing **50,000+ UNIQUE TRANSACTIONS** as data assets with standardized components that have been effectively migrated and sustained across GOTS/COTS products



Supported system design, implementation, policy analysis, training, and change management efforts to **IMPROVE FOREIGN ASSISTANCE DATA GOVERNANCE AND REPORTING**



MULTIPLE AWARDS FOR SERVICE in support of stakeholders in support of stakeholders such as the Bureau of International Security and Non-Proliferation and Bureau of Population, Refugees, and Migration, as well as the CARES Act

GRANTS MANAGEMENT SUPPORT CAPABILITIES

- Technical Assistance
- IT Grants Systems Support for Recipients and Grantors
- Training and Change Management
- IT and Data Governance, Reporting and Analytics
- Policy Analysis, Implementation, and Process Improvement
- Program Management

LEARNING MANAGEMENT SYSTEM DEPLOYMENT AND ADMINISTRATION

HighPoint Digital, Inc. (HighPoint) assists Government clients in selecting, implementing, and managing the appropriate Learning Management System (LMS) based on their needs by evaluating requirements and technical infrastructure, and comparing alternatives.

Migration to Secure FedRAMP Systems Applications and Products in Data Processing (SAP) National Security Services (NS2) Cloud

HighPoint designs, implements, and supports the SAP SuccessFactors LMS application at the Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services (CMS). The SAP LMS supports training, learning, content, and customer service for 1-800-Medicare Customer Service Representatives (CSRs) and Government Medicare and Marketplace employees. HighPoint provided all infrastructure, planning, installation, and tuning for the on-premises SAP HR SuccessFactors LMS. We then migrated the entire application to the secure FedRAMP SAP NS2 Cloud, giving the client all the benefits of Software-as-a-Service while reducing costs and meeting all Federal security requirements.

Benefits of our SAP implementation

- Extensive SAP SuccessFactors tips, tricks, and lessons learned
- Secure processes and infrastructure delivered by U.S. persons on U.S. soil
- Accelerators to shorten deployment time, new functionality, and upgrades
- Multiple security access levels for both information and facilities, with specialization in sensitive data handling
- Top Secret facility clearance

HIGHPOINT LEARNING MANAGEMENT SYSTEM HAS:



Trained **OVER 15,000 MULTI-LEVEL** CSR users



Implemented **300+** SuccessFactors initiatives for **40+ INDUSTRIES**



Established **16-YEAR PARTNERSHIP** with SAP SuccessFactors, providing "Best Of The Best" SAP LMS experts



Deployed over **20 UNIQUE CURRICULA** to ensure CSRs can complete job advancement opportunities and over **3,000 ACTIVE DOCUMENTS**, including accessible PDF and Sharable Content Object Reference Model materials, stored in our third-party content server and LMS

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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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

