



# Transformative Business and Technology Solutions

State of Oregon  
Software Association of Oregon  
January 2010



## ▶ Geography

- ▶ Serving Oregon and Washington

## ▶ Growth

- ▶ Founded in 2003 – Fastest Growing in Oregon  
2006 - #12  
2007 - #13  
2008 - #19

## ▶ Mission

- ▶ To ensure our client's success by solving their business problems through application of people, process and technology



- ▶ **Company**
- ▶ 65 Consultants in the Northwest
  
- ▶ **Skills**
- ▶ Senior Business and Technology Experts
- ▶ Program/Project Management
- ▶ Technical Architects
- ▶ Senior Technical Developers (Java/.Net)
- ▶ Business Analysts
- ▶ Database and Data Experts
- ▶ Cloud Computing Experts



## Services

- ▶ **Cloud Computing**
- ▶ **Architecture and Technology Services**
- ▶ **Enterprise Performance Management**
- ▶ **Service Delivery Model**

# Cloud Computing

SOFTWARE AS A SERVICE

INFRASTRUCTURE AS A SERVICE

PLATFORM AS A SERVICE



# Architecture and Technology Services

## Architecture

Architecture/technology assessments including:

Technical governance

Technology roadmaps

Technology evaluation/selection

## Technology

IT Operations Optimization

IT Process Enhancement

Collaborative Environments

IT System/Services Consolidation

Infrastructure as a Service Solutions

Application Development (.Net/Java/Force.com)

Premise to Cloud and Cloud to Cloud System Integration

Platform as a Service Solutions

# Enterprise Performance Management

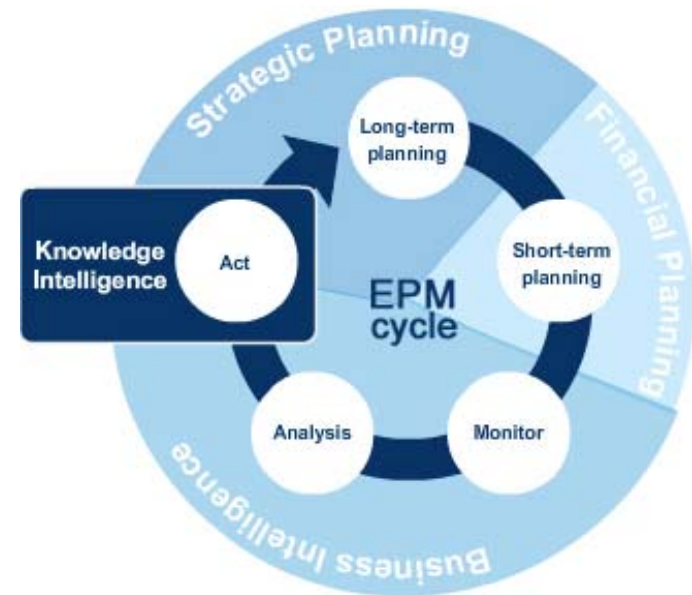
**Align** strategic corporate strategy with operational performance

**Achieve** better decision making through dashboard access to key performance data

**Optimize** strategies, processes and technologies to effectively measure, monitor and maximize performance.

**Increase** operational excellence by measuring progress of strategies

**Comply** with legal and regulatory processes



# Case Study – Metro, Portland Oregon

## CHALLENGE:

**Metro, a regional governmental agency serving the Portland, Oregon area, needed a better way to combine, record and utilize data they collect from multiple stakeholders to more effectively implement its extensive “Recycle at Work” program.**

Needed to maintain customer data and evaluate program effectiveness through tracking 50 different program measurement data points.

Previously used seven separate customized Access databases which were housed on the servers of their strategic partners.

Partners were geographically dispersed and needed a way to access the same database from different locations.

More expansive reporting features were required in order to track businesses’ actual recycling behavior changes through time.



# Case Study – Metro, Portland Oregon

## **SOLUTION:**

**Centerstance’s expertise at scoping projects and developing a set of measurable criteria helped Metro create an RFP to choose a Customer Relationship Management system.**

Metro then engaged Centerstance to assist with customization and implementation of Salesforce.com.

Now all customer data is in a centralized location and accessible on demand for Metro and their strategic partners instead of in seven different databases.

Aggregated regional information is available for the first time in Metro’s history.

Centerstance created an application to track more than 50 program measurement data points for Metro’s “Recycle at Work” program to record and rate behavior changes over time such as increased use of recycled copy paper.

**This was then replicated at the City of Portland – Office of Sustainable Development**

# Case Study – Oregon PERS

**Challenge – maturing the IT organization, aligning with business and preparing to support the new retirement system (JClarety)**

**Solution;**

## **Agile Project Management**

Overview: Through the use of an actual PERS project, mentor the Project Managers in how to manage an agile project

## **Business Analysis in an Agile Project**

Overview: Through the use of an actual PERS project, mentor the Business Analyst(s) on how to gather and document requirements for an agile project including:

## **Agile Software Development**

Overview: Through the use of an actual PERS project, work with the Development Team to coach them in their new roles on and agile team including:

# Case Study – Oregon PERS

**Solution;  
Technology Roadmap**

## **Technical Governance**

Work with ISD and other stakeholders to define and establish a decision making body for technical governance – Technical Architecture Group (TAG)

Work with ISD and other stakeholders to define thresholds for technical decisions subject to formal governance by the TAG

Work with ISD staff to coordinate and facilitate technical governance meetings

# Federal Government and the Cloud

**Website focused on educating government agencies about the cloud**

**[https://www.apps.gov/cloud/advantage/main/start\\_page.do](https://www.apps.gov/cloud/advantage/main/start_page.do)**



## Welcome to Apps.gov

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