



## AINS, Inc. Capability Summary



**AINS**

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## CAPABILITY SUMMARY

### Introduction



AINS was established in 1988, to provide information lifecycle management technology solutions to government and commercial clients. We deliver value by helping our clients maximize their technology investments and resolve their business problems. AINS core capabilities combine software development with expertise in information technology infrastructure to provide a robust selection of commercial-off-the-shelf (COTS) solutions and technical support services. We build the solutions, and we support what we build.

While some companies provide technical services, others develop custom software for clients, and still others develop commercial software products, AINS specializes in developing software products that specifically address the challenges organizations are facing in maintaining and managing the complexity of large volumes of correspondence, taking the appropriate actions and responding on schedule. This includes the need to track, monitor, and manage controlled correspondence, i.e. White House mail, congressional correspondence, external organization letters, and FOIA requests.

We look beyond the limited information management markets targeted by technology vendors -- we develop COTS products and provide IT services that automate critical business operations, allowing our clients to focus on their primary tasks, be more efficient and productive, and continue to provide world-class quality service to their own customers.

AINS Core Services	AINS COTS Products	Selected AINS Clients
<ul style="list-style-type: none"> <li>• Software Development</li> <li>• Systems Development Life Cycle Support</li> <li>• Systems Integration</li> <li>• Security Analysis</li> <li>• Data Migration</li> <li>• Project Management</li> <li>• LAN/WAN Support</li> <li>• Help Desk Support</li> </ul>	<p><u>CATXpress</u> – Correspondence management, document management and records management system.</p> <p><u>FOIAXpress</u> – eFOIA processing, management and reporting system + Public Access Link (PAL) – for web-based, citizen entry and tracking of FOIA requests</p> <p><u>ScanXpress</u> – professional batch scanning solution; integrates with FOIAXpress and CATXpress</p> <p><u>RedactXpress</u> – professional document redaction application.</p>	<ul style="list-style-type: none"> <li>• U.S. Agency for International Development</li> <li>• U.S. Department of Agriculture</li> <li>• Montgomery County, MD</li> <li>• U.S. Total Army Personnel Command</li> <li>• U.S. Senate</li> <li>• U.S. Mint</li> <li>• U.S. Library of Congress</li> <li>• U.S. Department of Justice</li> <li>• U.S. Military History Institute</li> <li>• Health Care Financing Administration</li> <li>• Federal Deposit Insurance Corporation</li> </ul>



We have built a reputation for delivering innovative solutions to our clients. For example, over the past six years, AINS has been assisting government agencies to manage their FOIA correspondence. FOIAXpress has the largest installed customer base of any FOIA correspondence management system on the market.

### **Enterprise Information Management (EIM) and Information Technology (IT) Solutions**

AINS specializes in the field of enterprise information management (EIM), providing a single point of service for designing and implementing integrated custom and COTS solutions for correspondence management, document and records management, and related workflow control. AINS also provides the information technology analysis, planning and support for the architecture and infrastructure underlying the information systems and solutions



AINS has the unique ability to analyze the functional and business requirements in a given area, especially where a multiplicity of home grown solutions and disparate functions have lagged behind current technology, and create a streamlined, integrated solution. In many cases, this has led to the development of commercial versions of the solutions. One example is AINS' success with FOIAXpress, now leading application for electronic processing and management of Freedom of Information Act requests. A second and more comprehensive success story is that of AINS' COTS solution for the electronic processing and management of correspondence, namely CATXpress.

Our primary focus, however, remains unchanged: learn the customer's needs and requirements, and apply our 16 years of IM and IT experience in developing lasting solutions that leverage the rapid evolution of technology. AINS corporate and senior technical managers have advanced degrees and an average of more than 17 years of experience. All managers have progressed through the technical ranks, and thus have hands-on experience with the work under their direction. AINS staff is carefully selected for their specialized qualifications, demonstrated performance record, commitment to taking ownership of their tasks, and ability to work closely with client. A significant component of our success stems from close working partnerships with the leaders in the field of information management such as Documentum, Hummingbird, OpenText, Oracle and Microsoft.

### **EIM/IT Support Services**

AINS systems architects rapidly gain a thorough understanding of the client's mission, objectives, and business environment. Working top down, we design the system functions and features, and then specify the hardware and software at the user level. Below that, we create the needed capability for information access and exchange -- databases, networks, and communications. The result is a powerful, efficient and cost-effective system, tailored to the way the client does business.

We develop and integrate complex emerging technologies with line-of-business systems – both new and legacy. Examples of these technologies include electronic correspondence, document and content management systems (EDMS), web-centric, e-commerce applications, geographic information systems (GIS), interactive voice response (IVR) systems, facsimile systems, and wireless computing solutions. Our integration services and products have integrated systems in knowledge management, land use (permitting and licensing) finance, human resources, and customer relationship management (CRM).

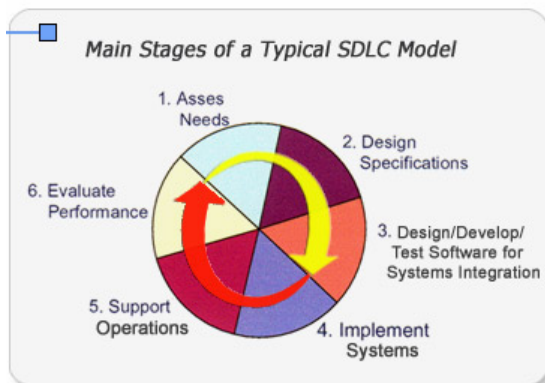
## Software Development

AINS is a certified ISO9001 Version 2000 software development house. As an experienced producer of commercial software applications, we bring proven methodologies and tools to bear on complex software development and deployment for our customers. We provide software development for new applications as well as software enhancement and maintenance of existing applications on a wide range of platforms. Our software development projects typically call for a variety of proprietary and open source platforms and languages including C++, Visual Basic, Java, and XML. Databases are developed in Oracle, MS SQL Server, MS Access and other leading DBMS applications.



We develop the functional requirements and performance specifications for custom applications, produce and test program code, deploy the entire solution on appropriate platforms, and support the applications thereafter.

## Systems Development Life Cycle Support



AINS provides full support, to include the following main steps:

### **1. Assess needs, opportunities and issues.**

The existing system is evaluated. Deficiencies are identified. This can be done by interviewing users of the system and consulting with support personnel.

### **2. Define functional and performance specifications for the new system.**

The new system requirements are defined. Deficiencies in the existing system should be addressed along with proposals for improvement.

### **3. Design/develop/test software for systems Integration**

The proposed system is designed. Plans are prepared for the logical and physical construction, hardware, operating systems, programming, communications, training, and security issues.

The new system is developed. The new components and programs must be obtained, installed and integrated. System users must be trained. All aspects of performance must be tested.

### **4. Support program Implementation**

The system is put into use. The new system is phased in, according to application or location, and the old system is phased out.

### **5. Support operations**

System performance is monitored; tuning and synchronization are performed. Users and help desk calls are observed; Procedures are changed and supplementary training is conducted, as needed. Changes are recommended via the Change Control Authority.

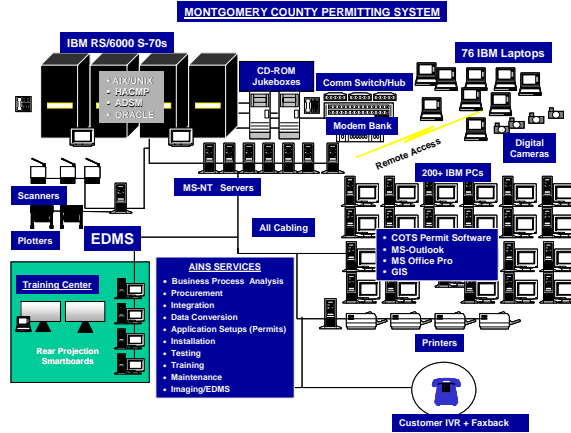


## 6. Evaluate/assess program performance

Once the new system is up and running for a while, it should be exhaustively evaluated. Maintenance must be kept up rigorously at all times. Users of the system should be kept up-to-date concerning the latest modifications and procedures.

### Systems Integration

We serve as a single point of service for designing and managing the integration of complex multi-vendor, multi-platform systems involving hardware, software, networking, and communications. AINS systems architects rapidly gain a thorough understanding of the client's mission, objectives, and business environment. Working top down, we design the required functions and user interface, and then specify the hardware and software at the user level. Below that, we create the needed capability for information access and exchange -- databases, networks, and communications. The result is a powerful, efficient, and cost-effective system, tailored to the way the client does business.



We develop and integrate complex emerging technologies with line-of-business systems -- new and legacy. Examples of these technologies include electronic correspondence and document management systems (EDMS), web-centric e-Commerce applications, geographic information systems (GIS), interactive voice response (IVR) systems, facsimile systems, and wireless computing solutions.

We have integrated systems in correspondence management, knowledge management, finance, human resources, land use (permitting and licensing), customer relationship management (CRM), and security.

### Security Analysis

AINS provides the full spectrum of security analysis services, to include Vulnerability/ Risk Assessment, Cyber Forensics and Policy Development.

#### Vulnerability/Risk Assessments

AINS' ability to offer end-to-end security expertise and technologies allows us to provide a unique set of Vulnerability Assessment Services that can be customized to target all of your organization's possible entry points. These services help to determine the appropriate interval for recurring assessments and the optimal degree of probing depth and breadth.

#### Policy Development

We provide expertise to help you develop comprehensive and realistic security policies and standards that are critical to enterprise-wide information security. These policies and procedures will form your action plan by providing detailed instructions for eliminating unnecessary risk, minimizing inherent risk, and developing an effective strategy for responding to security incidents. AINS has been providing expert





services to the USAID security program, helping the agency move from an F to an A+ in just 24 months. We can help you achieve *your* security goals.

### **Cyber Forensics**

We offer the full range of forensic computer data acquisition, extraction and exploitation activities worldwide. Our services include: Mirror Imaging, Data Extraction, Data Exploitation, Data Recovery, Password Defeat, Data De-encryption, Printout Preparation, and Expert Testimony.

### **Data Migration**



AINS follows a proven data migration process based on many years of experience and a broad range of data types. At project initiation, we assess, in detail, the issues of application code, data flow, modeling, quality, ambiguity, and redundancy, and then will plan and execute data migration from the legacy system into the newly installed electronic document management system.

To migrate data from an existing Electronic Document Management System (EDMS) to the new DCMS, we will first analyze and document the migration requirement. We expect to have several options that will enable different activities to occur simultaneously, so the migration timeline will be as short as possible. We determine the best route to migrate source data to the target database by considering available resources, source data volume, numbers of different source schemas, number and types of different access methods and platforms, data and database structure, and the amount of data aggregation required. Next, we develop a strategy for moving data to a common staging area and take into account available machine resources, and volume of source data.

Based on the foregoing and other considerations, we submit a Draft Migration Plan for client review and comment within an agreed time after contract award. We then incorporate the client's comments and submit a Final Data migration Plan.

Following the approved Migration Plan, we populate the database and complete the file structure, accompanied by a complete set of the data migration instructions and scripts.

### **Project Management**

AINS plans and manages projects according to the Program Management Institute's (PMI) Project Management Body of Knowledge (PMBOK). The PMBOK is a collection of processes and knowledge areas generally accepted as best practice within the project management discipline.

**Staffing** -- Select professionals to support the work assignments. Assign the most qualified personnel to execute the specific activities and tasks issued by the client. Leverage resources to field the best team to do the work. Bring on key personnel and other companies as needed.

**Project Plan** -- Develop a Project Plan (including a Work Breakdown Structure and staffing plan) to accomplish the tasks of the work assignments. Submit to the client for approval.

**Deliverables**-- Provide quality products, on time and within budget. Provide progress reports and briefings to the client as required.





Schedule -- Develop schedules and milestones for progress and cost tracking. Schedules will be based on a WBS developed for the various tasks.

Cost -- Record, track, report, and proactively manage costs. Our Program Manager will carefully monitor expended resources.

Performance -- Manage costs by program/ project management leadership in relation to project progress. Costs incurred must be commensurate with progress.

Change Management -- Manage change, assess the impacts, and take appropriate action. Quantify change in terms of staffing and cost; develop and quantify the impacts on the progress and cost schedules.

Quality Assurance -- Quality assurance is embedded throughout our management plan. Review elements of the standards, detailed work plans, checklists, or other tools used to accomplish the tasks. Review deliverables and products for content and accuracy. Maintain customer feedback loops.

Risk Management -- Manage project risks proactively. Determine the relative exposure in terms of time and cost. Reduce risk to an acceptable level. Plan backups and mitigation.

Communication -- Ensure open communication and collaboration with the client. Begin each Project with a Project Definition Workshop (PDW) to bring all stakeholders together to gain a common understanding and mutual agreement/buy-in.

Automated Management Tools -- Use Microsoft Project, Primavera Project Office or other customer-approved software for project planning, management, tracking and reporting.

## **LAN/WAN Support**

AINS Provides Complete LAN and WAN Support. We do network design and simulation, monitoring, diagnostics, migration and operation.

- Optimal Performance Tuning
- Install and configure networked printers
- Install and configure server-based applications
- Document all changes to the configuration management log
- Perform incremental and full backup of data
- Perform data/system restoration as necessary
- Perform basic data administrator and database administrator functions
- Write scripts for scheduling jobs
- Apply security patches when necessary
- Transfer new applications and web pages from development to production environments





## Help Desk Support

AINS provides all Levels of Help Desk Services:



- Desktop User Support
- Workstation Diagnosis and Repair
- Problem Escalation to Warrantee Vendors
- User-Network Problems
- License Usage/Tracking
- Adds, Moves and Changes

We help our customers make best use of technology in support of their business:

- We resolve problems, not symptoms.
- We actively seek to prevent problems and eliminate reasons for calls.
- Our top priority is to minimize the down time of our customers.
- We are friendly and respectful to our customers at all times.
- We offer information and training options for customers at every opportunity.
- We perform basic data administrator and database administrator functions
- We actively look for ways to eliminate the reasons for calls

## Maintenance Support for AINS Products

AINS recognizes the need for fast and efficient resolution to our customer's request for user and/or technical assistance. AINS, as part of our Quality Assurance (QA) program to ensure that continued superior customer service is maintained for all our customers. User and technical support will be provided to all customers who have an active annual software maintenance agreement and one of our technical support service agreements in place with AINS. The annual software maintenance agreement provides - telephone support and software upgrades and patches as they are released, at no additional cost. Pricing is negotiated, depending on requirements.

Levels of support available:

- Level 1 – Help Desk Staff (Telephone - first line of support)
- Level 2 – Systems Administrator (Telephone/On-site)
- Level 3 – Sr. Systems Engineer (Telephone/On-site)
- Level 4 – Management

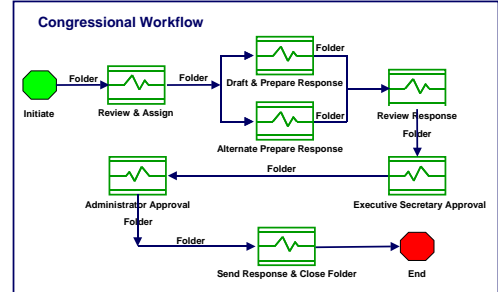
When multiple levels of support are provided, standard escalation procedures apply.



## THE AINS SUITE OF COTS PRODUCTS

### Correspondence, Document and Workflow Management Products

As an experienced producer of commercial software applications, we bring proven methodologies and tools to bear on complex software development and deployment for our customers. We have applied our extensive software development capabilities to the creation of numerous commercial, leading-edge correspondence, FOIA and workflow management applications. Our "Xpress" family of products (CATXpress, FOIAXpress, ScanXpress and RedactXpress) is rapidly becoming the industry solution of choice.



AINS has pioneered the application of document imaging and workflow management technology to major systems over the past decade. We have performed comparative cost-benefit analyses and have developed major systems to customers' specifications, with integration of the leading commercial EDM applications -- Documentum, Hummingbird, OpenText, Oracle and Microsoft.



A fully automated correspondence management, Web-based application. Uses electronic folders, documents, images and workflow control. Provides enterprise correspondence management, task management, document management, records management and eRoom collaboration.



The most comprehensive, Web-based, COTS application available for processing Freedom of Information Act (FOIA) and Privacy Act (PA) requests. Now in use by over 35 government agencies, FOIAXpress is rapidly gaining recognition across the federal government as the best value e-FOIA solution. Public Access Link (PAL) allows citizen to enter and track status of FOIA requests on-line, and download requested documents.



Professional batch scanning solution, with standard and touch-screen versions; integrates with FoiaXpress, CatXpress and Documentum. Provides powerful features for image clean-up and enhancement -- straightening crooked scans, image "noise" removal, barcode recognition, and border and image cropping.



A full-feature document redaction application, with complete review and de-classification process. Works in standalone mode or integrated with FOIAXpress. Has stamps, sticky notes, comments and strikeout. Any image, text or PDF format. Multiple redaction shapes, views and colors

### AINS: A Unique Set of Skills and Well-Focused Objectives

As a provider and partner, AINS has a unique combination of assets in enterprise information management, information technology solutions, and best-value solutions rarely seen in the industry. We would be pleased to assist you in your organizational mission, goals and objectives at any and all levels. For further information please contact us: [Info@ains-inc.com](mailto:Info@ains-inc.com), or call 301-670-2300.

