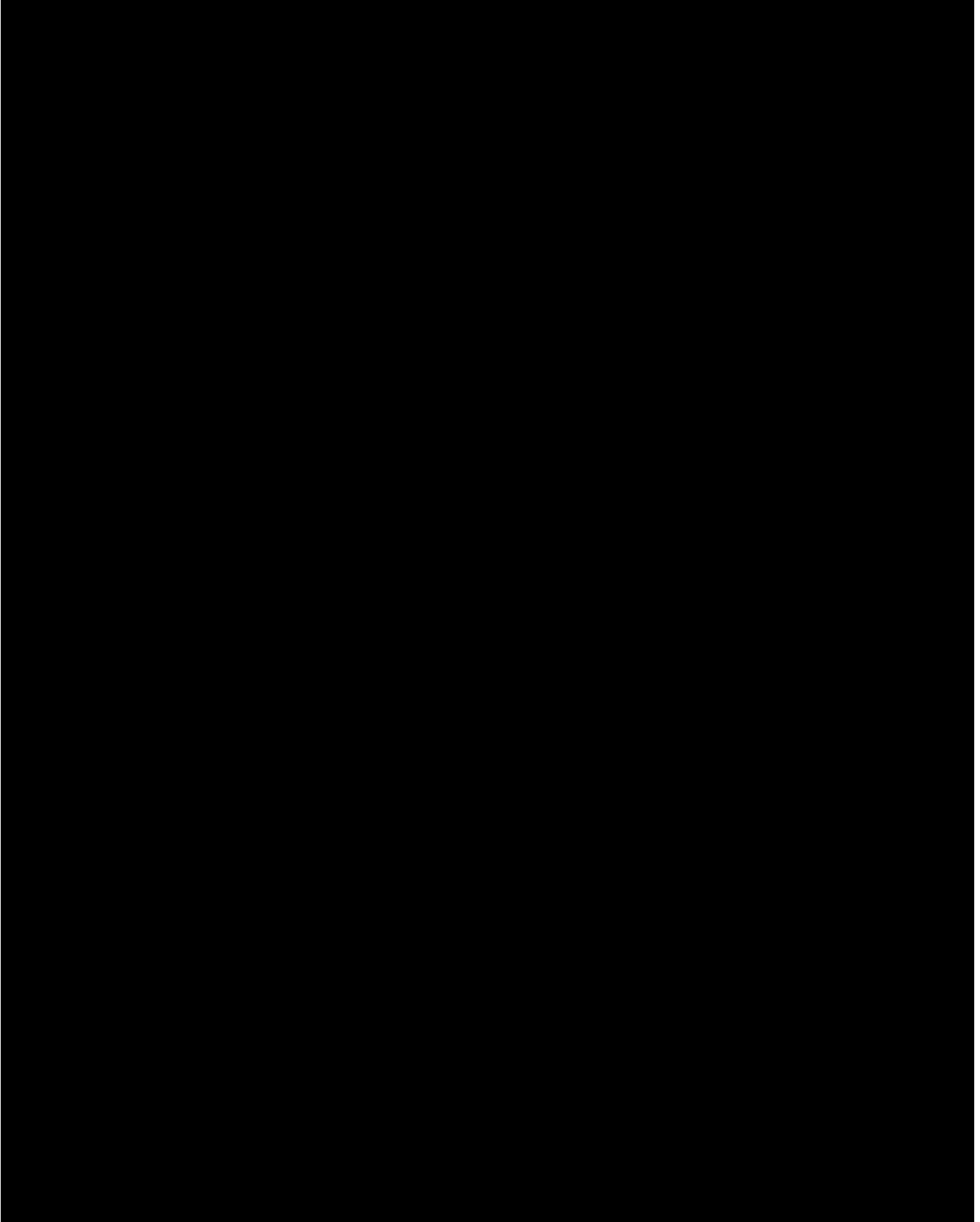
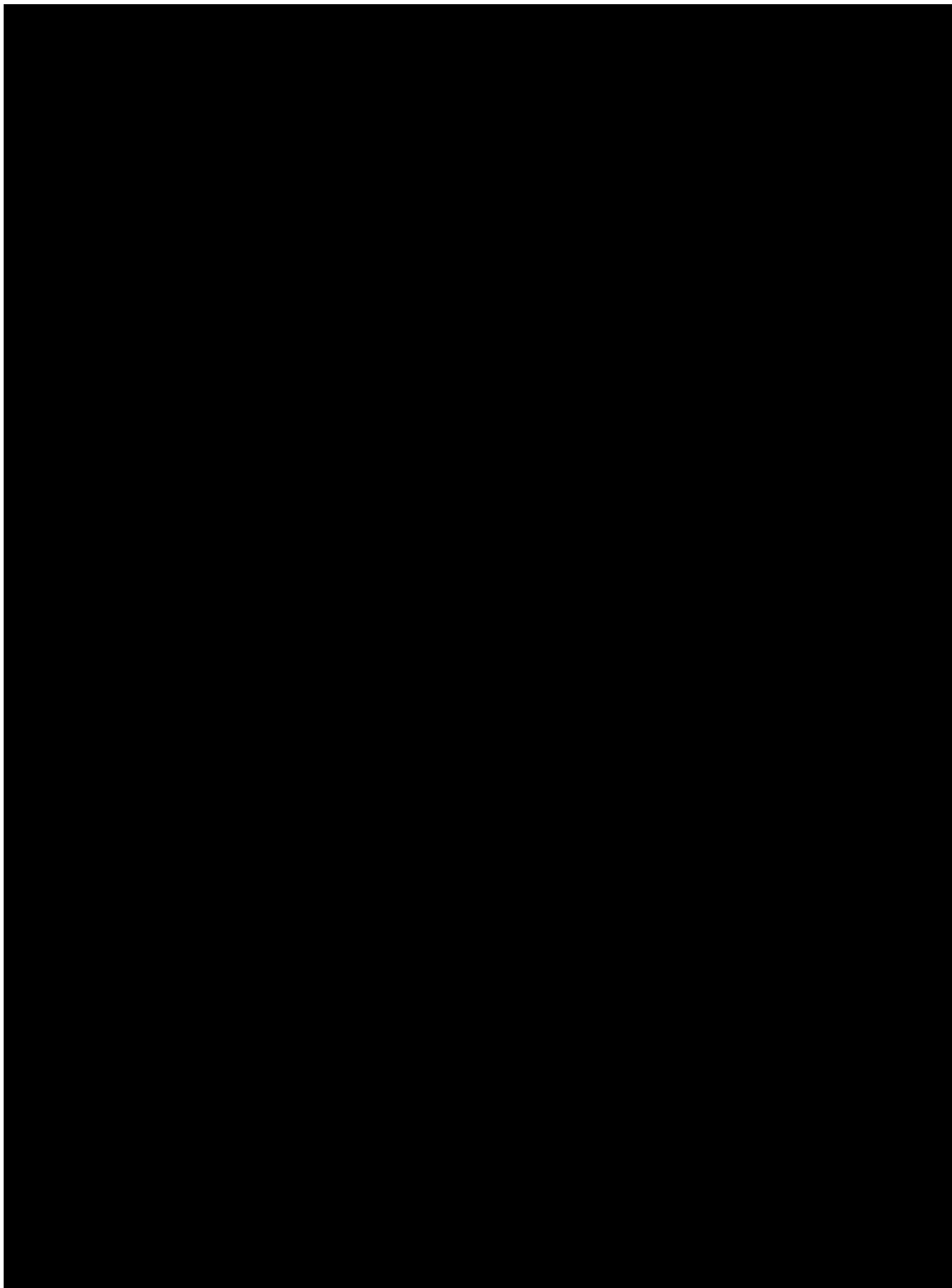


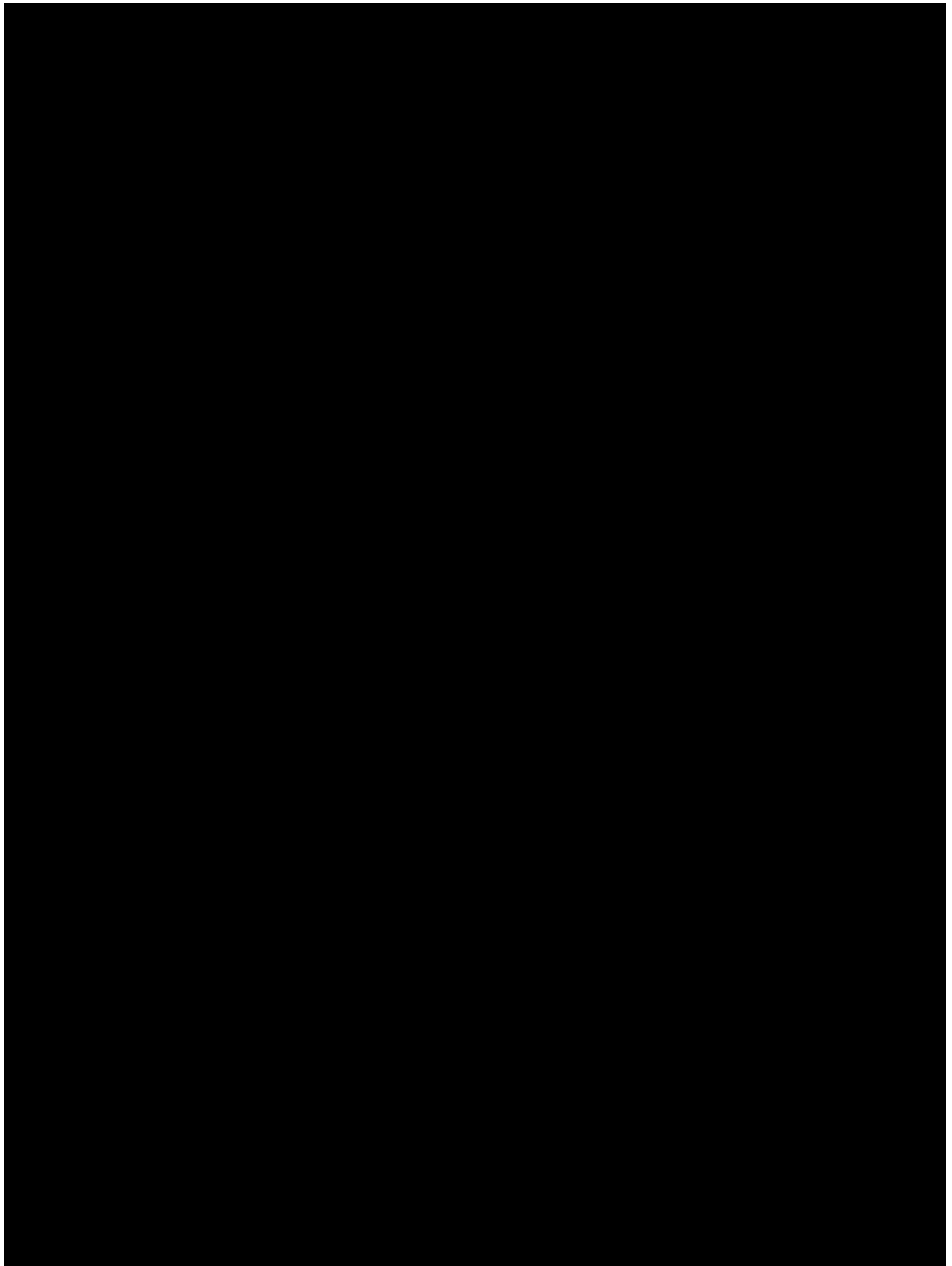
Appendix B – Case Management Solution Narrative

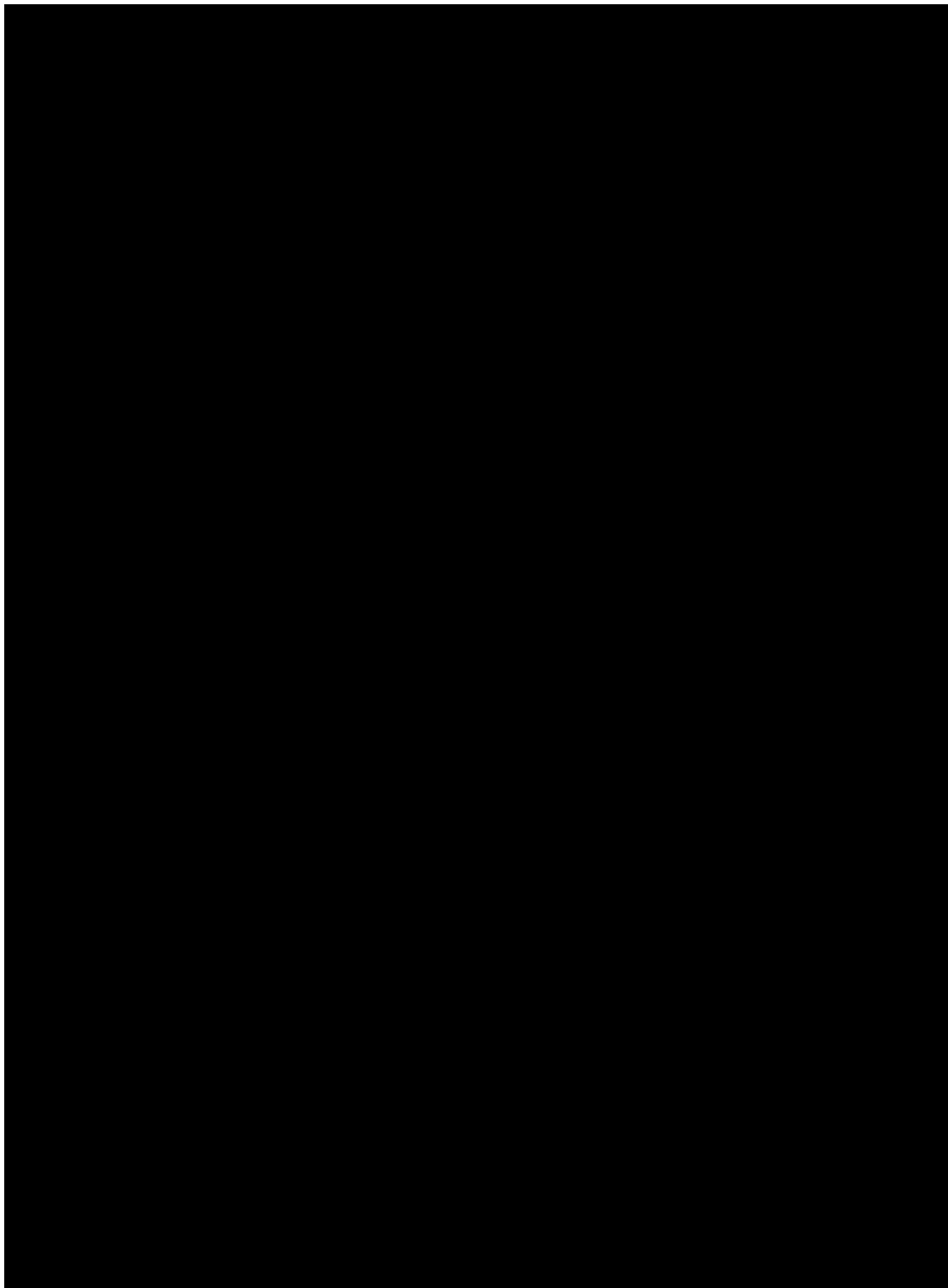
The following subsections provide a more detailed, comprehensive overview of our *VOS Sapphire 22 Case Management* system, as required of **Section 7.0 Solution Overview** in Attachment F1 Technical Proposal – Case Management.

Table Of Contents











Overview, Key Features, and Browser Capabilities of VOS Sapphire 22

Overview of the system, including key features, and confirmation that the solution is accessible in all major browsers including Edge, Google Chrome, Safari, and Firefox.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ease of Navigation and Use

In addition to providing full self-service functionality for individuals and employers, *VOS Sapphire 22* contains comprehensive functionality for staff to manage clients (employers, individuals, and providers). Staff functions also include service tracking and reporting functionality.

VOS Sapphire 22 is intuitive and easy for staff to use. The system significantly reduces the learning curve for new staff and helps improve staff productivity by reducing the time spent on tedious manual tasks. Authorized staff can access *VOS Sapphire 22* from any location where they have access to the Internet.

VOS Sapphire 22 makes it as easy as possible to assist job seekers in meeting employment service objectives and in meeting USDOL-ETA program requirements. *VOS Sapphire 22*'s processes are efficient and easy for staff to learn. [REDACTED]

[REDACTED]

[REDACTED]



User Interface and Navigation

VOS Sapphire 22's intuitive, web-based design is extremely user friendly. The functional screens throughout the system have a similar look and feel, so users easily recognize the arrangement of menu bars and buttons, menu commands, graphic design, and other commonalities among screens. *VOS Sapphire 22*'s user-friendly design provides full self-service functionality for all user types.

Internet-Based System

VOS Sapphire 22 is an entirely web-based system and supports full and true public access to *VOS Sapphire 22* programs. The system has no requirements for client-side software. A user can access the application's state-of-the-art functionality from anywhere there is an Internet connection, including the WorkOne and WorkOne Express Centers, workplace, library, or at home, and via mobile devices.

VOS Sapphire 22 provides full self-service functionality for the complete spectrum of users: individuals (job seekers), employers, training providers, labor market analysts, and staff. The system provides ready access to information, regardless of a user's educational level, computer ability, or experience.



User-Friendly Design

VOS Sapphire 22's intuitive, web-based design is extremely user-friendly. The functional screens throughout the system have a similar look and feel so users easily recognize the arrangement of menu

bars and buttons, menu commands, graphic design, and other commonalities among screens. *VOS Sapphire 22*'s user-friendly design provides full self-service functionality for all user types.

The *VOS Sapphire 22* interface uses clear instructions and intuitive navigation menu selections so that new users need minimal training to learn basic system controls. Tools are similar throughout, including calendar controls, drop-down lists that auto-complete as users type, dynamically updating, multiple-drop lists (i.e., selection on the first required drop-down refreshes and controls the selection available on the next one), and standard filtering options for controlling the data shown on different tabs.

Geographic Solutions designed the *VOS Sapphire 22* user interface using the principles of Web 2.0 and user-centered design to make self-service usage easy and intuitive for individuals, employers, training providers, and staff. At each stage of the process, we focus on the needs, wants, and limitations of those who will use *VOS Sapphire 22*, particularly those who are new users or those with limited computer experience. To access *VOS Sapphire 22*'s many features, users simply point and click their way through the system.

The *VOS Sapphire 22* solution provides customers with access to the same style of user interface with which they have become familiar on sites such as Facebook.

Within *VOS Sapphire 22*, screens and messages are meaningful and clear to the user. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

VOS Sapphire 22 optimizes the user interface around how staff and customers need to work, rather than forcing them to change how they work to accommodate the software developers' approach. The system design facilitates interactive information sharing among staff, individuals, providers, labor market analysts, and employers.

[REDACTED]

[REDACTED]

[REDACTED]

1. *Journal of the American Medical Association*, 2000; 284: 2689-2695.



████████████████████

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Intuitive Features for the End User

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

The following are key intuitive features and graphical controls that facilitate usage in *VOS Sapphire 22*:

- [REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

•

[REDACTED]

[REDACTED]

■

[REDACTED]

■

[REDACTED]

■

[REDACTED]



Public Access

VOS Sapphire 22 provides ready access to self-service labor exchange services, regardless of a user's educational level, computer ability, or experience. It is clear that customers of the new Case Management and Labor Exchange System will have a wide range of knowledge and computer expertise, from the workforce development professional to the job seeker using a computer for the first time. *VOS*





The system can guide individuals, quickly and easily, to where they want to go.

VOS Sapphire 22 will support full and true public access to Division's programs. Because the web-based system requires no client-side software, employers, job seekers, and providers can access the system from anywhere there is an Internet connection and can access the system via mobile device.

VOS Sapphire 22 appeals to both Internet-savvy and novice computer users. It also accommodates a broad spectrum of Indiana's job seekers and employers, including the Spanish-speaking community and visually impaired users.

Many private job boards serve blue-collar workers poorly. *VOS Sapphire 22* provides effective labor exchange services for non-technical workers. The system meets the needs of workers who rely more on job applications than résumés. Employers can choose from several application methods for their job orders, including an online job application to serve non-technical workers.

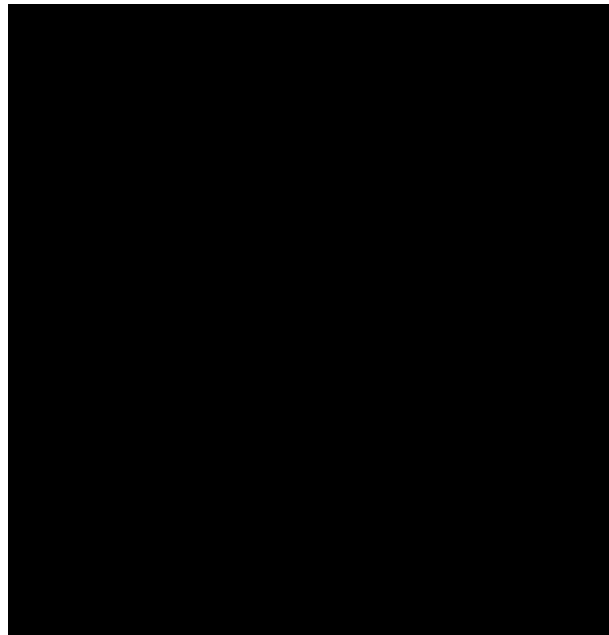
VOS Sapphire 22 provides a variety of useful job search options, rivaling any in the marketplace. Job searches and résumé creation are intuitive and utilize the same style of interface and tools with which most users have become familiar on popular commercial websites. 



Multiple Language Capability

VOS Sapphire 22 is designed so that the system can support multiple language versions of each page and database lookup table. This allows for a manual translation of any language to be supported in the system.

[REDACTED]



[REDACTED]

[REDACTED]

ADA Accessibility

At Geographic Solutions, we believe in eliminating barriers in information technology, making new opportunities available for staff with disabilities, and encouraging the development of technologies that will help them achieve these goals. We develop all our software to be as accessible as possible to all potential staff users regardless of ability or disabilities.

The *VOS Sapphire 22* system meets all federally mandated access requirements, including compliance with the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act. The system also meets access requirements adopted by the Federal Access Board as part of Section 508 Electronic and Information Technology Accessibility Standards under 1194.22 Web-based Intranet and Internet Information and Applications.

Assistive Technologies

Geographic Solutions employs testing and development personnel with experience using assistive technologies.

The Geographic Solutions suite of solutions meets the Web Content Accessibility Guidelines (WCAG) 2.0 with the conformance Level AA. We actively monitor and update our systems as the World Wide Web Consortium (W3C) develops new recommendations and guidelines. When developing new functionality, we use information from both ADA and WCAG to achieve a satisfactory level of compliance. We make every attempt to ensure our site is as accessible as possible. Geographic Solutions employs testing and development personnel with experience using assistive technologies. Some of the most common design mistakes and pitfalls we avoid include:

- Lack of keyboard functionality
- Missing form element label markup
- Missing or improper alt markup
- On change events
- Tab order

Assistive Technology for Staff

The *VOS Sapphire 22* application is compatible with screen readers used by staff such as JAWS, Dragon speech-to-text software, as well as other screen reading tools for print and mobility disabilities.

The JAWS software is the screen reader most extensively used by staff. JAWS can recognize all data field labels and pop-up messages in the *ISD* module in their entirety. All the message responses are accessible using keyboard functionality.

[REDACTED]

The proposed Indiana Case Management and Labor Exchange System is a browser-based system using a keyboard and mouse designed to use commonly accepted and user-friendly font sizes and colors. The functionality for adjusting screen and printed fonts is similar to any Microsoft web-based application that runs in a browser, such as Internet Explorer. [REDACTED]

[REDACTED] The screen contrast, which the Windows operating system controls, is independent of browser setting, as it is for all applications and elements displaying on the screen. The text and background colors meet contrast standards for ADA compliance at Level AA.

[REDACTED]

Geographic Solutions develops and tests all versions of its software for ADA compliance and ease of use by persons with disabilities. We investigate, test, and integrate new third-party software regularly to ensure that our products remain current with other assistive technologies.

Site Branding

Geographic Solutions designed *VOS Sapphire 22* to allow a state to brand its site for a unique look and feel. DWD can incorporate its own specific design templates, color combinations, graphics, logos, and other items as required. As part of this project, Geographic Solutions will work in tandem with DWD and relevant partners to create an appealing appearance for information contained in the application and to define a consistent color scheme throughout the new system.

As part of Geographic Solutions' standard project management methodology, known as Rapid Implementation and Development, we include the definition of the general appearance of the proposed system's web pages, the color scheme and general styles, guidelines, as well as DWD's branding in the system.



Weekly Certifications Review

Below are the weeks for which you have completed certifications. Note that each benefit claim will have one waiting week.

#	Week Ending	Certification Filing Date	Benefit Pay Date	Check Number	Benefit Amount	Federal Withholding	Payment Amount
10	1/19/2013	1/23/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
7	12/29/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
4	12/8/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
3	12/1/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
2	11/24/2012	12/19/2012	Not Applicable	0	\$247.00	\$0.00	\$0.00
1	11/17/2012	12/6/2012	Not Applicable	0	\$247.00	\$0.00	\$0.00

Page 1 of 1 Rows: 10

Return to Previous Page

We customize each VOS Sapphire 22 site's look and feel to meet state branding standards, as shown in this example from the Louisiana HIRE System



Mobile Compatibility

VOS Sapphire 22 features a responsive web design, which is ideal for users who want access to the system from their mobile devices. This design creates a flexible, fluid, and adaptive website. The system uses media queries to determine the layout of the site's pages. Geographic Solutions also offers a Mobile Application module. This is a native application for an Apple iOS or Android operating system that does not require a browser. Geographic Solutions designed the application specifically for handheld devices with smaller screens. DWD can brand the application and publish it to the Apple App Store or to Google Play for download.

Responsive Web Design – Mobile Friendly

VOS Sapphire 22 operates in a mobile browser or wireless internet browser, such as Apple Safari, as well as on a mobile device or tablet. The system displays web content for small screens on portable devices using a touch screen interface. This is key, as it typically is difficult to view and navigate to content when using websites designed for full-sized computer screens.

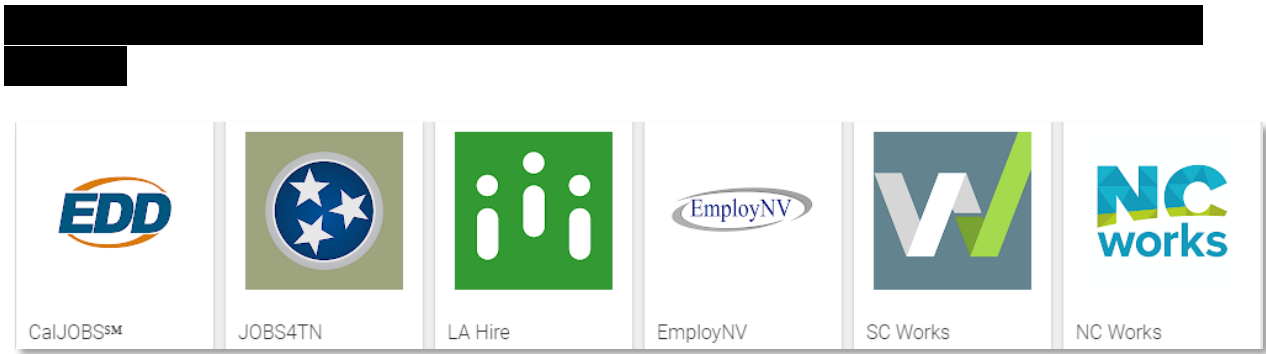
Using this responsive design, the layout of the website automatically adjusts to the user's screen resolution. Images in the system are flexible and context aware and will display at different resolutions on large and small screens. On traditional computer monitors, the page displays with multiple columns; on smartphones, the site adjusts to display in a single column. On a tablet, the interface can display as two columns. This functionality minimizes the need for scrolling and/or pinching the screen. The user can access mobile-specific features, such as location-based mapping, which is very useful when searching for jobs near a user's physical location.

Mobile Application Module

The *VOS Sapphire 22 Mobile Application* is a native application for an Apple iOS or Android operating system that does not require a browser. Geographic Solutions designed the application specifically for handheld devices with smaller screens. DWD can brand the application and publish it to the Apple App Store or to Google Play for download.

Mobile Application Uses





Sample App Store Icons of Geographic Solutions Mobile Applications



The main benefits of the *Mobile Application* are the following:

- Customized branding for state or local workforce agency
- Job listings aggregated from more than 24,000 websites are accessible anytime
- Seamless integration of data from the smartphone with the *VOS Sapphire 22* database
- Automatic tracking of services that an individual receives, which the system stores immediately in the *VOS Sapphire 22* database
- Activity reports can run from any *VOS Sapphire 22* site
- A full, manually translated Spanish version
- Direct interface with social media, including LinkedIn, Facebook, and Twitter
- Touch ID using a thumb (no need to enter a username and password)
- Synced Favorites, Recently Viewed, and Previous Searches with all of the user's mobile devices
- Staff can register new users in offline mode, such as may be needed during disaster or job fair events. The application can also be placed into kiosk mode to allow self-service registration
- Individuals can use their device's contact information to auto complete up to 80% of the required information for registration
- Users can snap a picture of their résumé or select an existing file from their device to use in applying for jobs

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Case Assignment

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Managing Staff Groups

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

Case Assignment of Employers

[Redacted text block]

[Redacted text block]

Upcoming Events

[Redacted text block]

[REDACTED]

[REDACTED]

Functionality for Staff to Create Events

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Functionality for Staff to Manage Events

[Redacted text block]

- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]

[Redacted text block]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Appointments

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Functionality for Staff to Create an Appointment

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Functionality for Staff to Manage Appointments

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

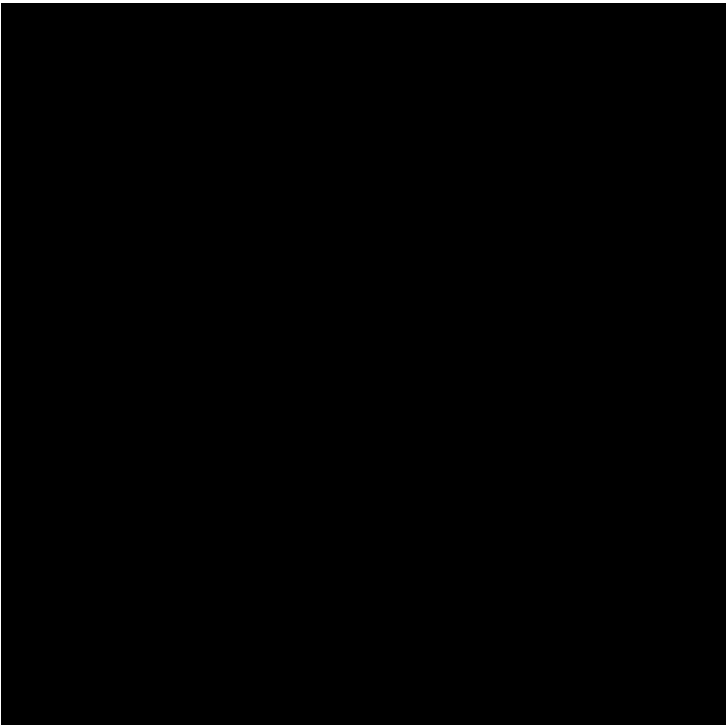
Virtual Appointments [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

Reports

[REDACTED]

[REDACTED]

Participant Individual Record Layout (PIRL) Reporting

[REDACTED]

Federal Reporting Compliance

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Available Federal Reports

[REDACTED]

[REDACTED]

[REDACTED]

PIRL Reports

[REDACTED]

Under WIOA, there is an aligned accountability system across all core programs administered by the USDOL and Education:

- Title I Adult, Dislocated Worker, and Youth Programs
- Title II Adult Education and Family Literacy Act Program
- Title III WP Act Program
- Title IV Vocational Rehabilitation Program

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Eligible Training Provider Tracking and Reporting

Eligible Training Provider Tracking

The *Manage Providers* module includes the following core functionality:

- **Staff can control administrative aspects of the provider services functionality.** [REDACTED]

- Staff can enroll individuals in WIOA-eligible courses quickly and easily. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Staff can manage provider program review and reapplication. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Provider course information is available for public view, as well as staff view. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

WIOA Eligible Training Providers

[REDACTED]	[REDACTED]
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Detailed Reporting

[REDACTED]

[REDACTED]

[REDACTED]

Report Category	Description	Number of Reports
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Report Category	Description	Number of Reports
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

For a detailed explanation of the *VOS Sapphire 22* reports available within these categories, refer to the topics that follow.

Attendance Reports

VOS Sapphire 22 includes an extensive list of reports associated with attendance and events and visits to offices, appointments etc.

Event Scheduler

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]

Case Management Reports

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

1. *Journal of the American Medical Association*, 2000; 283: 2689-2695.

[illegible]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

A listing and short description of some of the WIOA reports follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Email Log

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Guest User Search

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Age Group	Percentage of Respondents
18-29	85%
30-49	80%
50-64	75%
65+	65%

- [REDACTED]

[REDACTED]

■

[REDACTED]

■

[REDACTED]

■

[REDACTED]

■

[REDACTED]

■

[REDACTED]

■

[REDACTED]

Staff Dashboard Configuration

[REDACTED]

[REDACTED]

[REDACTED]

Case Management

The *VOS Sapphire 22*, *Case Management* modules provide a user-friendly interface for staff and management at local offices. These modules allow counselors, case managers, and other supervisory staff members to create, track, share, and report participant information for multiple programs. [REDACTED]

[REDACTED]

- I [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
 - [REDACTED]
- I [REDACTED]
 - [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

[REDACTED]

[REDACTED]

Single Case Management Model

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Initial Client Contact

[Redacted text block]

[Redacted text block]

[Redacted text block]

Common Multi-Program Views and Tools

[Redacted text block]

[REDACTED]

[REDACTED]

[REDACTED]

Common Intake

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Eligibility Document Verification

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Automatic Determination of Potential Program Eligibility Provides Efficient Case Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Referrals to Partner Agencies

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Enrollment in Activities

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

[REDACTED]

Close-Out Activities

[Redacted]

[Redacted]

Program Outcome and Follow-Up

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]m

[REDACTED]

[REDACTED]

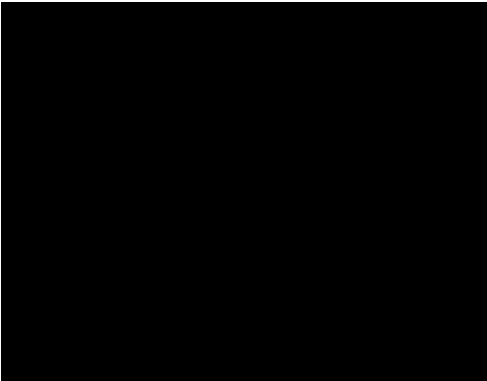
Case Tracking and Status

[REDACTED]

[REDACTED]

[REDACTED]

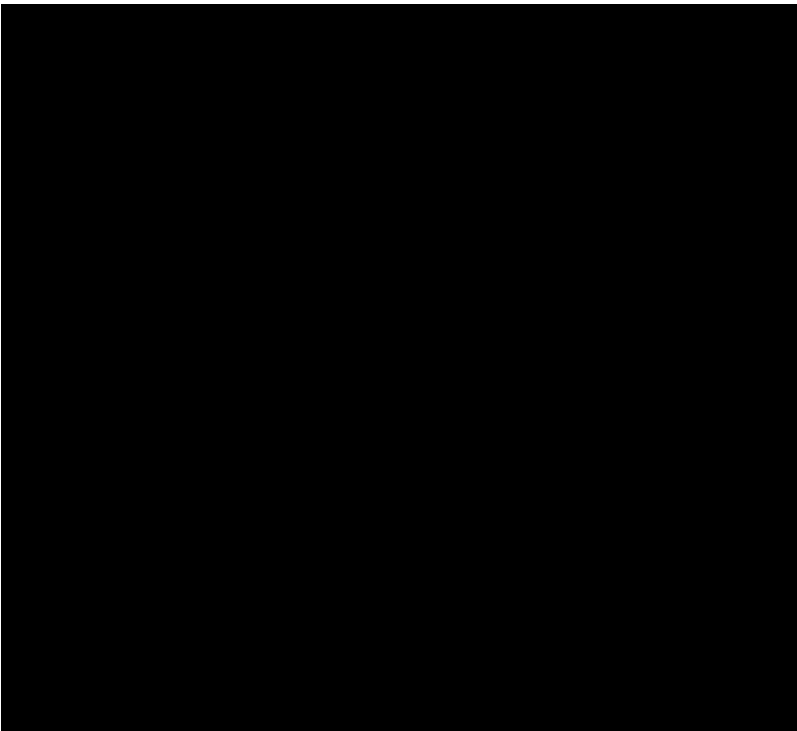
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]



[REDACTED]

[REDACTED]

- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

**Case Assignment and
Caseload Management**

[Redacted]

[Redacted]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Case Notes

[Redacted text block]

[Redacted text block]

[REDACTED]

[REDACTED]

Staff Assessments

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Client Service Plans

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Creating an Individual Employment Plan

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Program Specific Case Management

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Managing Adult Education Reporting

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Establishing and Tracking Statewide Activities

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Supporting Dislocated Worker Grants (DWG)

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Reporting Educational Function Levels

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Individual Employment Plan

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Agency Defined Programs Case Management

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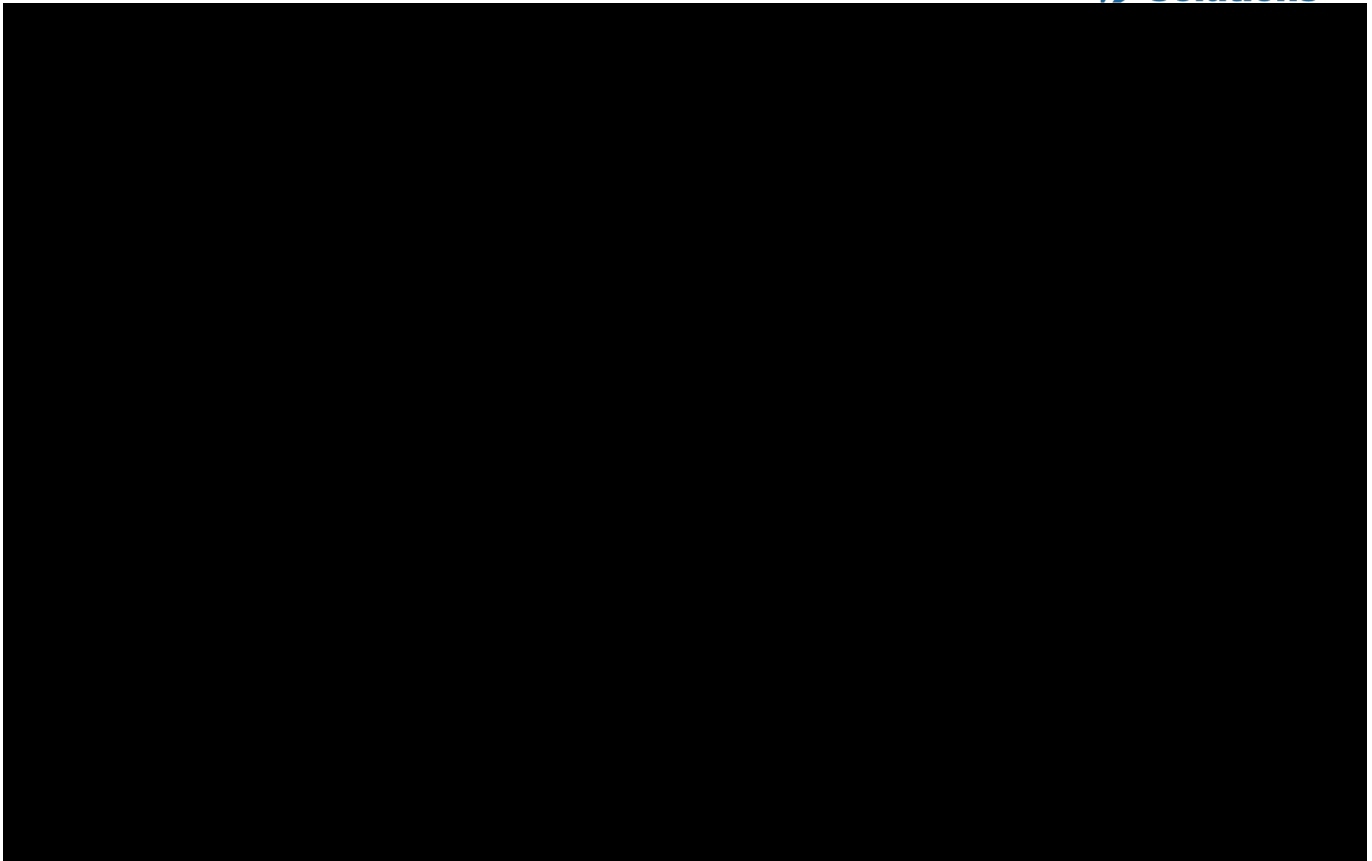
Service Tracking

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Fund Tracking

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Communications and Messaging

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Reporting

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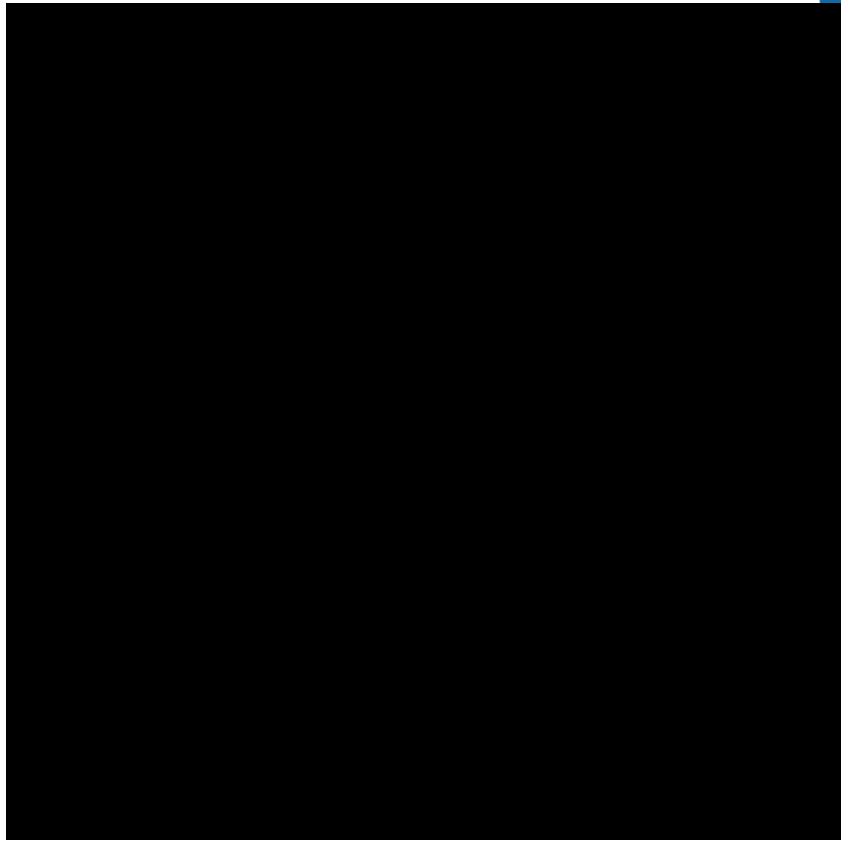
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Reporting Output Formats are Consistent in Their Look, Feel, and

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Federal Reporting

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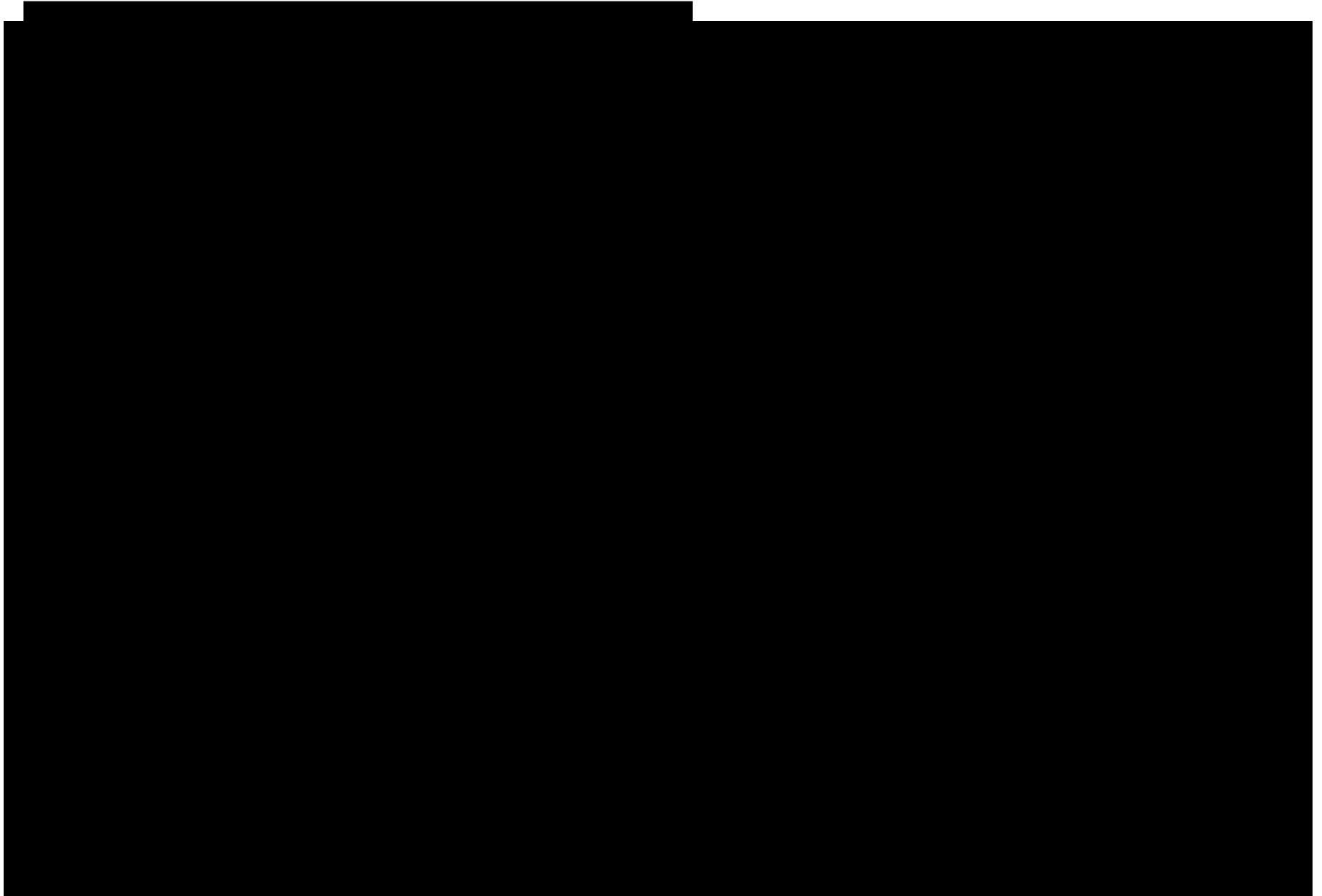
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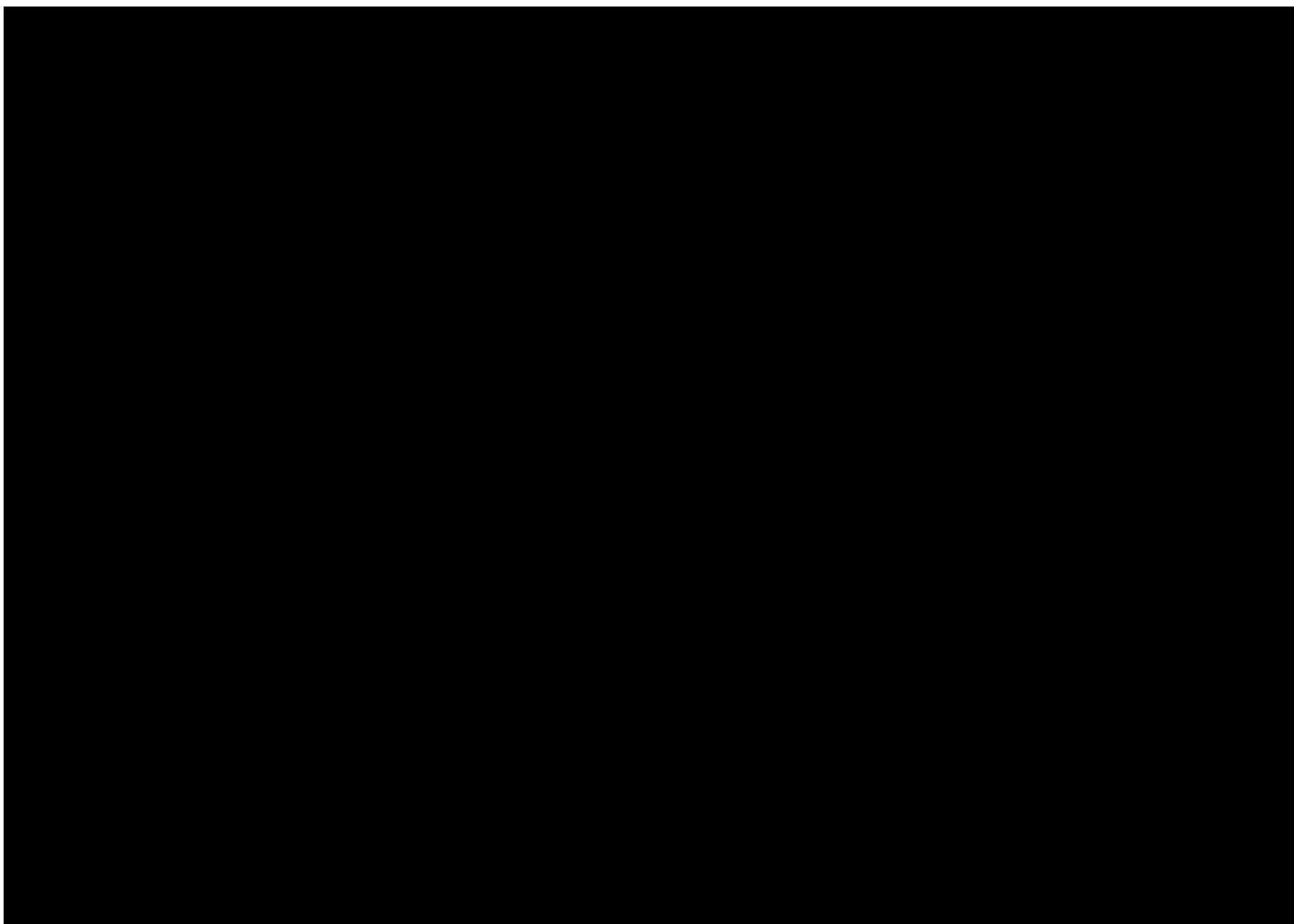
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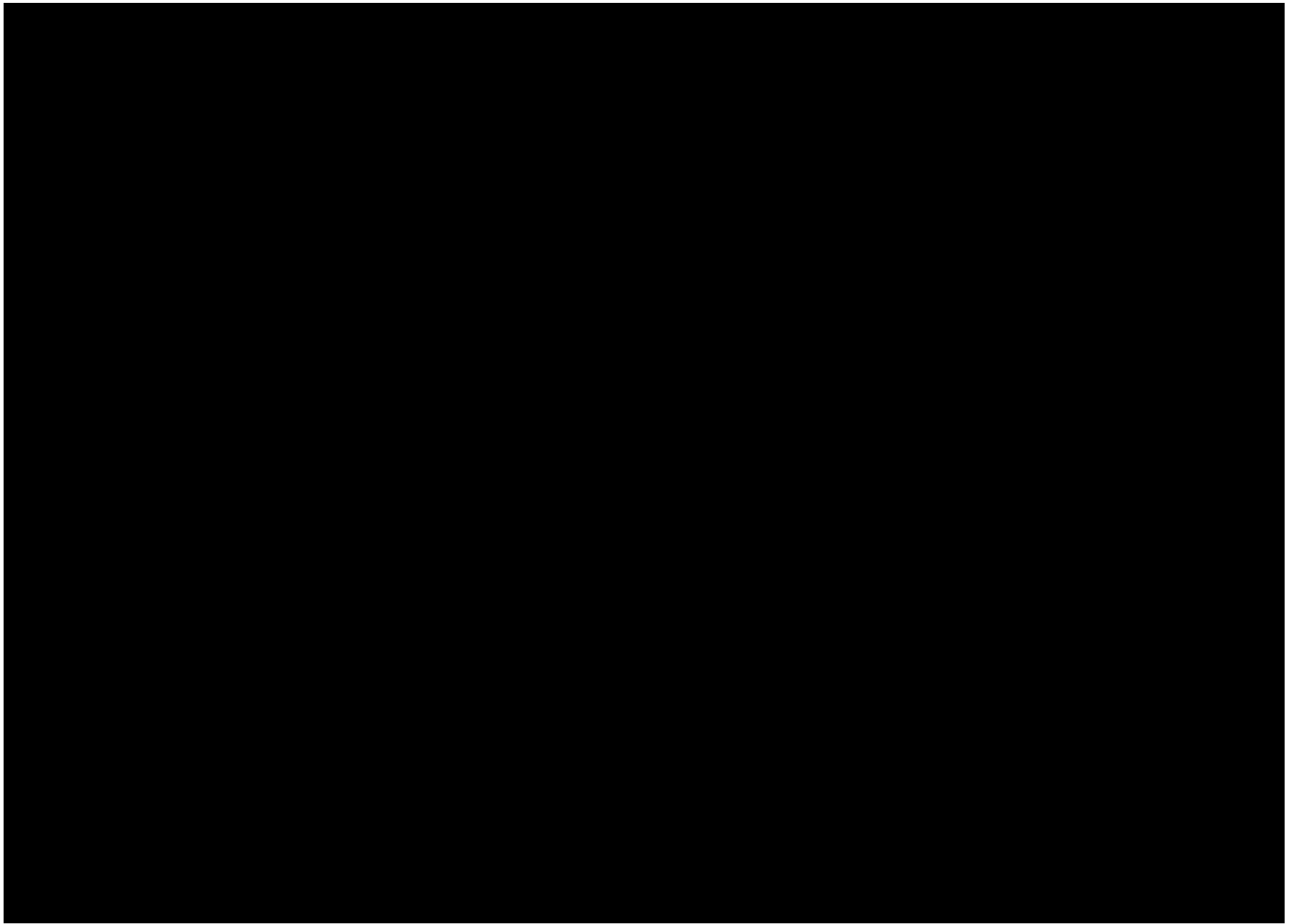
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Administrative System

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System Architecture Description and Diagrams

System architecture description and diagram, (including all underlying technology, databases, and other required third-party solutions – outline all required third-party software including versions and your experience working with each software component).

In 1999, Geographic Solutions introduced the first Software as a Service (SaaS) solution, known as the Virtual OneStop annual subscription, to state workforce agencies. Today, Geographic Solutions hosts more than 190 workforce and unemployment systems in our linked Tier III data centers in Lakeland, Florida, and Sacramento, California.

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After 30 years dedicated to the development of Case Management and Labor Exchange solutions, Geographic Solutions has a unique understanding of what works and what does not for Case Management and Labor Exchange agencies. [REDACTED]

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Geographic Solutions' broad experience supporting hosting environments for Case Management and Labor Exchange agencies is a significant advantage for DWD. Our staff is proficient with all the safeguards required to prevent the loss or unauthorized transfer of sensitive information. [REDACTED]

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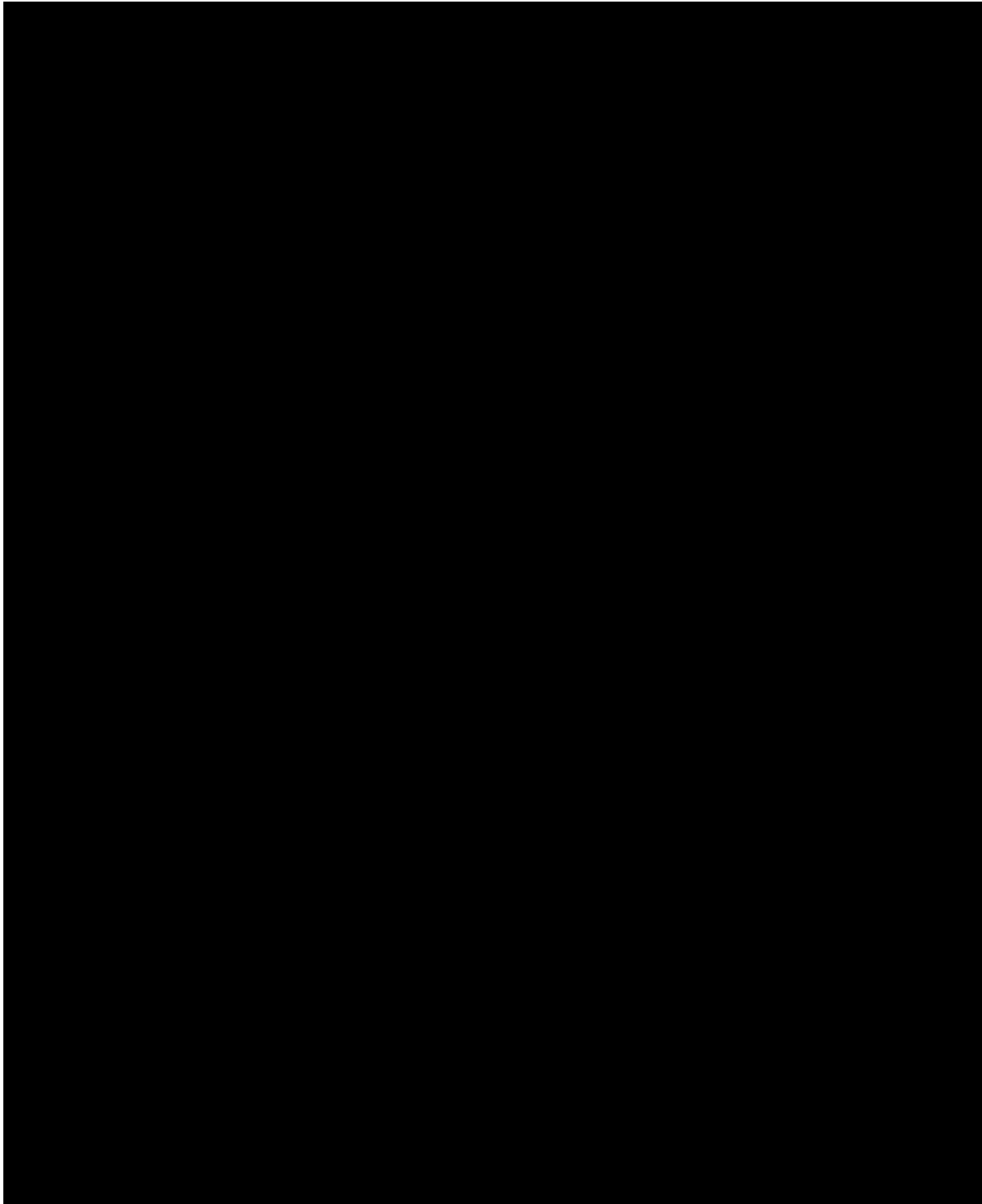
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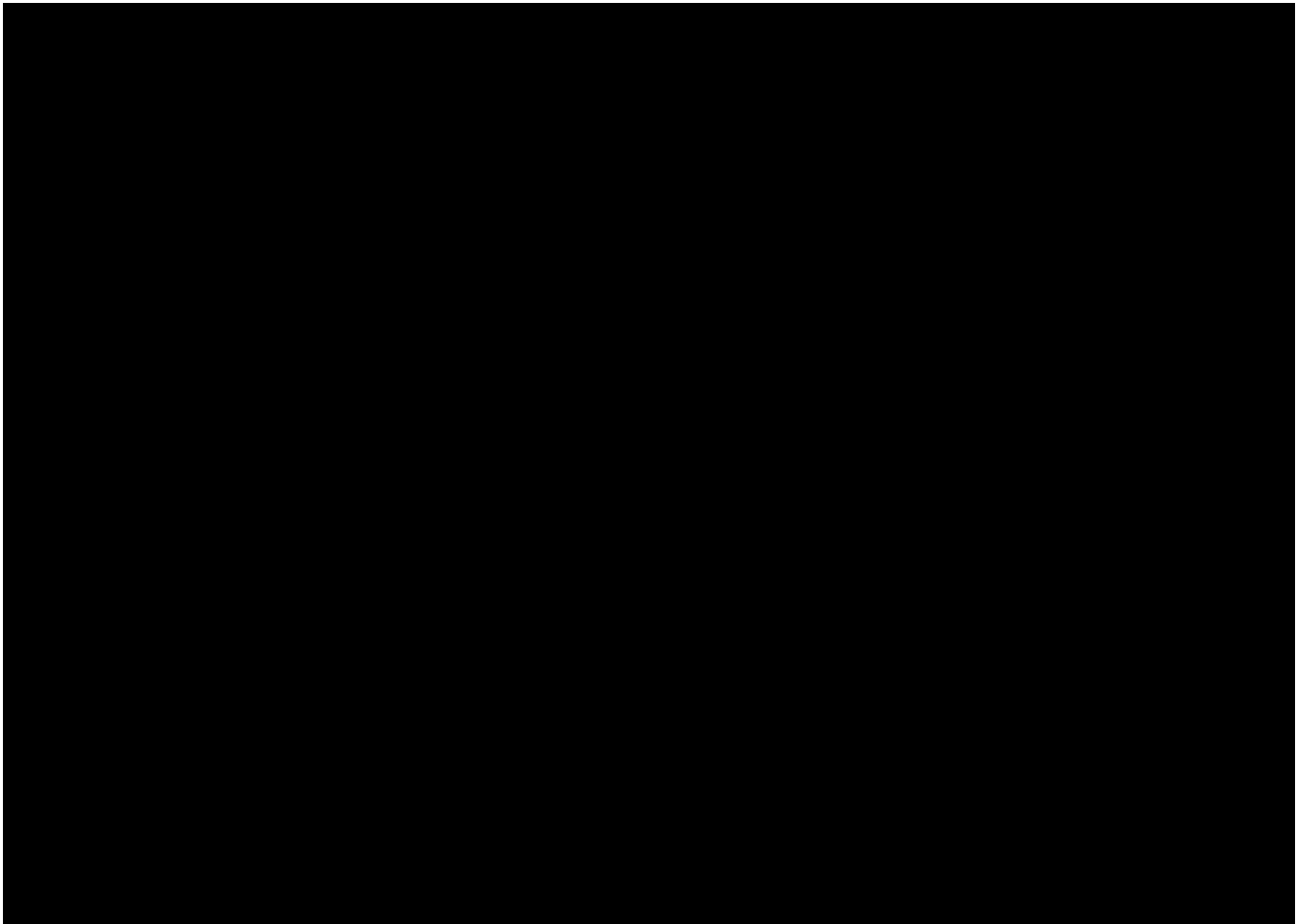
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The following diagram depicts the *VOS Sapphire 22* system architecture and how this architecture meets or exceeds the technical standards of the state.



The following diagram depicts the network and system infrastructure in the proposed Case Management and Labor Exchange system:



Conceptual Architecture



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Network Architecture

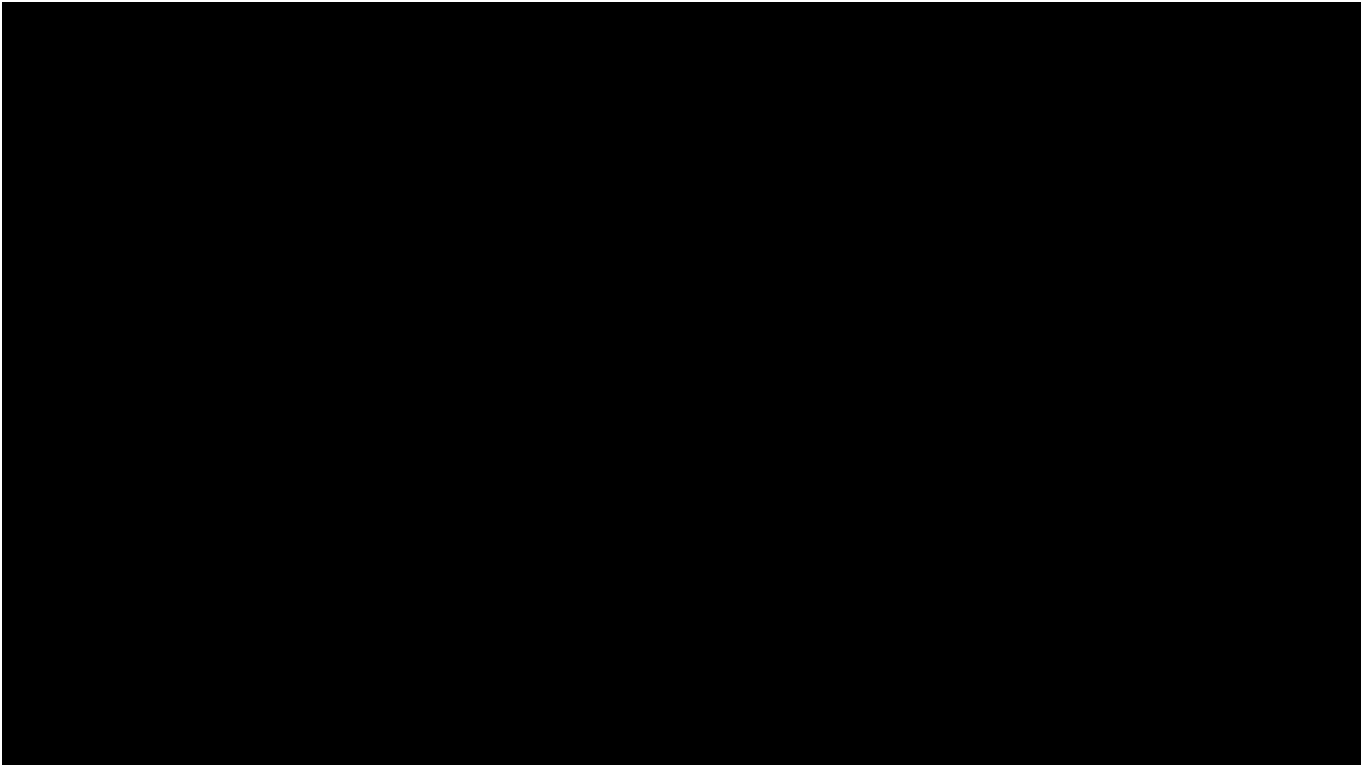
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Database Architecture



The following figure summarizes the *VOS Sapphire 22* database architecture.



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Proposed hosting model which may be either on-premise at Indiana Office of Technology or cloud-hosted solution; all data must reside in the U.S. Items to note for on-premise hosting include:

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Overview of Our Hosting Model

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Cost-Effective Deployment and Operations Models That Provide Multiple Benefits

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Benefits of Geographic Solutions' Private Cloud SaaS Model versus the Public Cloud

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Geographic Solutions and VOS Sapphire 22 Innovation

The Department of Workforce Development (DWD) is interested in procuring a solution that includes innovative features and functions, to best serve the needs of our Hoosier state. Please describe how your proposed product(s) incorporates innovative features and describe how those features are a differentiator amongst peers with similar solutions. Additionally, please describe how your team addresses ongoing product innovation, and how new, innovative features are made available to customers at no additional charge through ongoing licensing and/or subscription revenue.

Geographic Solutions constantly invests in research and development to keep its products and services aligned with emerging needs and technologies, in order to consistently deliver innovative features and functions. Software development and implementation for the public sector workforce industry is not a secondary line of business or just one “practice area” for Geographic Solutions—it is our only business. The investments our company makes in research and development ensure a continuous and orderly product evolution from which customers—and taxpayers—benefit.

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VOS Sapphire 22's Innovative Features and Functions

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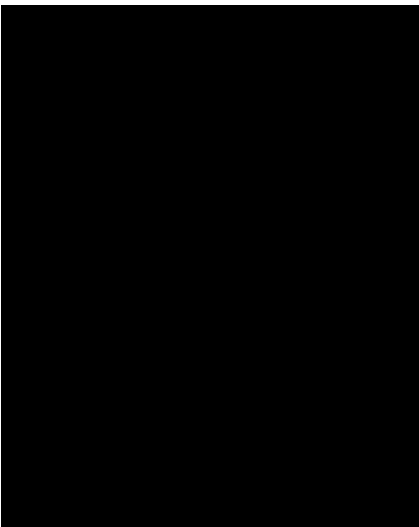
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[Redacted text block]

- [Redacted list item]
- [Redacted list item]
- [Redacted list item]

[Redacted text block]

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