

## BCforward OVERVIEW

BCforward is a business solutions and staffing firm that leverages our resources and processes to assist in the solution of business problems and staffing needs. Founded in 1998, BCforward currently maintains a team of over 8,500 resources. BCforward operates Regional Delivery Centers in Austin, Charlotte, Chicago, Cincinnati, Des Moines, Houston, Indianapolis, Los Angeles, Minneapolis, New York, Peoria, Tulsa, Washington, D.C., Puerto Rico and Hyderabad, India. We currently provide staffing, project, and outsourcing solutions to over 250 clients globally. Our teams deliver solutions for multiple industries from both public and private sectors.

Our team of consultants work with our clients to understand their business needs then map out the goals and objectives necessary to achieve the desired outcome. BCforward consultants bring a wide range of skill sets to these types of engagements including:

- Six Sigma experience
- Critical Path and Critical Chain Project Management Methodologies
- Pre-defined templates that accelerate implementation
- Industry best practices
- Multiple certifications including PMP's, Six Sigma Green and Black Belts and CMMI experts

### KEY ATTRIBUTES...

- Largest black-owned Minority Business Enterprise (MBE) in the US
- Indianapolis-headquartered, Top 20 Global Pharmaceutical company
  - BCforward is the outsources-partner for IT Project Management globally
- Indianapolis-headquartered, National Financial Services company
  - BCforward is the IT Project Management-Modernization Program Partner
- Anthem
  - Agile Project Management Partner
- Accenture and Accenture Federal Services
  - Global IT Services Partner
- Partner of the Year at Anthem
- Indianapolis-headquartered, Top 20 Global Pharmaceutical company
  - Supplier of the Year
- Fortune 500 healthcare client
  - "Easy to do Business with" award
- Financial Services client – Supplier of the Year
- Large Healthcare – Provider of the Year award
- Global Telecommunications Services Company – Supplier of the Year award
- Mayor's Entrepreneurial Award of Excellence

### DELIVERY OPTIONS

#### **Staffing**

The demands of today's marketplace change constantly, and our staffing solutions are designed specifically to answer that challenge. Our team of savvy recruiters provides customized search services to locate and screen the right people to join your team, while also being able to arrange flexible, temporary staffing to meet peak workloads.

#### **System Solutions**

Our flexible service delivery approach allows us to create solutions that meet your unique needs. Long- or short-term, we have a program that aligns with your organizational initiatives and helps ensure business goals are achieved. It's a program that provides system solutions designed to manage and implement end-to-end project delivery. With system solutions customized to meet the needs of each client, we can focus on cost, quality and speed.

By leveraging our world-class Project Management Office (PMO) and Quality Management Office (QMO), we deliver extensive experience and skilled resources that guarantee real results. Regardless of the technology involved, our outcomes are repeatable and our flexible process is proven.

### **Outsourcing**

*BCforward* has developed an extensive outsourcing approach, one with a repeated record of yielding positive results for our clients. While relying heavily on proven processes and technology to drive these consistent quality outcomes, behind it all is our considerably experienced team. Over the past decade, our team has grown adept at utilizing a core set of methodologies in managing numerous successful outsourcing engagements

### **OUR VALUE PROPOSITION**

*BCforward* is a global provider of business solutions with over 18 years of experience leveraging technology and resources to solve business problems.

#### **PMO GOVERNANCE & OVERSIGHT**

Our PMO provides G&O while leveraging industry best practices to deliver quality solutions. The PMO is responsible for the entire design, configuration, execution and management of all *BCforward* engagements.

#### **PRACTICE AREA EXPERTISE**

Industry leading SME's that bring high proficiency in specific knowledge areas backed by key technology partnerships. *BCforward* resources are experts in their specific industries.

#### **IN-HOUSE RECRUITING ENGINE**

Dedicated team of in-house recruiters to fill all delivery model needs and increase ramp-up speed with a commitment and focus on providing quality resources

#### **VALUE-ADD RELATIONSHIPS**

Focus on building long-term relationships that consistently generate successful outcomes

### **IT SERVICE OFFERINGS**

- Application Lifecycle Management
- Business Intelligence/Data Warehousing
- Call Center Staffing
- Cloud Deployments
- Contact Center Management
- Content Management
- ERP & CRM
- Hardware Reseller
- Helpdesk/Desktop Support
- Infrastructure Services
- Network

- Training and Development Services
- Offshore Outsourcing Services
- Outsourcing
- Project Management and Portfolio Management
- Proposal/RFP Consulting
- Quality Management
- Shared Services
- Technical Writing
- Telecom
- Thought Leadership and Strategic Direction

#### ADMINISTRATIVE STAFFING SERVICES

- Accounting Clerks
- Accounts Payable
- Accounts Receivable
- Call Center Representatives
- Customer Service Representatives
- Data Entry Specialists
- Executive Assistants
- File Clerks
- Helpdesk
- Human Resource Specialist
- Legal Secretaries
- Marketing Assistants
- Office Managers
- Paralegals
- Receptionists
- Telemarketers
- Transcriptionists

#### OUR NATIONAL PRESENCE

As evident by the maps below, *BCforward* has a national footprint that allows us to service GTL with a dedicated team of service professionals (i.e. State of Indiana) and/or temporary workforce for short term projects. We are able to scale up and down based on client's project pipeline. Our 24-hour sourcing model helps us scale to meet project demands on a short notice.

## DOMESTIC LOCATIONS

