



545 Metro Place South, Suite 100 P (614) 695-5990
 Dublin, OH 43017 F (614) 298-0878
 www.dedicatedtechservices.com

CAGE Code:	573F5
DUNS Number:	828305966
GSA Number:	GS35F0123M Schedule 70
STS Number:	534341-3
Set Aside:	WBENC, EDWOSB, WBE, EDGE, SBA Small Business, Woman-Owned
Organization:	S Corp
NAICS Codes:	541511, 541512, 541513, 541519, 541611, 561320
SAM:	Complete

A diverse Information Technology consulting firm *dedicated* to providing outstanding technical staff augmentation and full service project services.

Capabilities Statement

Certifications



Company

Dedicated Tech Services, Inc. (DTS) is a diverse Information Technology Consulting Firm that is dedicated to providing outstanding technical services to its clients. DTS proudly employs the best people that work in the IT industry. DTS began in 2008 as the vision of Patty Lickliter. Through her experience in the IT Industry in Central Ohio, Patty ascertained that client needs had grown to the point that the market was ready for more options in Information Security Services. She founded DTS to help businesses protect vulnerability within their organizations related to confidentiality of customer or proprietary data, integrity of information systems and assurance of their reliability, and availability of information resources. In 2011, DTS expanded its service offerings to include Development Services, Enterprise Support Services, and Project Delivery Services.

Patty also realized the opportunities available for a woman owned small business in the information technology arena to help other small and emerging businesses. DTS is a certified Women-Owned Small Business (WOSB) through the National Women Business Owners Corporation (NWBOC), a certified Women's Business Enterprise through the Women's Business Enterprise National Council (WBENC), and a certified Economically Disadvantaged Women-Owned Small Business (EDWOSB) through the U.S. Small Business Administration. DTS also holds an Encouraging Diversity, Growth & Equity (EDGE) certification from the State of Ohio.

DTS employs over 50 employees, providing staff augmentation services. DTS provides a wide range of IT/IS solutions, from customer web and mobile application development to server administration, custom scripting, security assessment and implementation, and project management. DTS values the strong and long-term relationships and partnerships that we have built by providing solutions that enable its clients to be successful. DTS takes pride in the impact that we have made on the consulting industry in their markets, by providing a solid framework of quality solutions and services.

Mission

The mission of Dedicated Tech Services, Inc. is to be a partner in the success of progressive, growing companies in our community by providing the highest quality technology resources and services to our clients. We continually strive to provide leadership in software development, enterprise support, and project management solutions to our clients. Our clients can always expect complete integrity in our business relationships.

Vision

By building a clear sense of purpose and strong relationships within Dedicated Tech Services, Inc., the staff and leadership team can then aspire to be the diverse technology service provider that is the standard by which others are measured and to provide quality services that our clients ask for by name.

Executive Bio

Patricia Lickliter (Founder, President) has over 20 years of experience in the technology industry building the business with the strength of her team. Prior to the IT industry, Patty served as the general manager for an international airline catering firm. She also worked as a school teacher in Chicago, Illinois. Patty serves on the Board of Directors for Direction for Youth and Families. e-mail: patty.lickliter@dedicatedtechservices.com

Capabilities Statement

Development Services – focuses on delivering value-added business solutions through analysis, design, development, and implementation of enterprise applications using current best practices, tools, and technologies.

- On-premise and Cloud-based Application Development, and Integration
- Test Driven and Pattern based development and Refactoring.
- Data Modeling, Database Design, Development and Administration
- Web and Mobile Application Development
- ETL Solutions and Real-time Data Integration
- Business Intelligence and Analytics
- Electronic Data Interchange (EDI)

Information Security Services – focuses on providing our clients with the tools, information, and services they require to design, build, and deploy a secure IT infrastructure.

- Managed Security Services (Firewall, Intrusion Prevention Service - IPS, Intrusion Detection Service - IDS, and Content Filtering)
- Security Architecture and Design
- Attack and Penetration Testing
- Auditing and Compliance Advisory
- Disaster Recovery and Business Continuity Planning
- Application and Network Vulnerability Assessment
- Security Policy Design and Implementation
- Security Monitoring and Analysis
- Wireless Network Design, Security, and Implementation

Project Delivery Services – provides full service Project and Program Management solutions in Software Development, Business Process Analysis, Infrastructure, User Experience Design, and other areas of the IT industry.

- Full Life Cycle Project Management
- Process Enhancement/Engineering Management
- Application Development Project Management
- Infrastructure/Implementation Project Management
- Organizational Change Management (OCM)
- Change Requests and Defect Management
- Requirements Elicitation, Documentation, and Management
- User Interface Design/Usability Improvement
- Quality Assurance (Automated and Manual Testing)
- Technical Writing and Proposal Writing

Enterprise Support Services – builds and maintains the foundation that supports our clients' information systems from the desktop to the server to the Internet.

- Network Architecture and Design
- LAN/WAN Implementation and Support
- On-premise and Cloud Infrastructure Management
- Network Assessments and Audits
- Network and Server Administration/Maintenance
- Server and Application Performance Monitoring
- Packaged Product Implementation and Support
- Help Desk
- Desktop Support Services

Ohio Department of Education

Provided expertise in Oracle database migration/upgrade and operational support, as well as Informatica PowerCenter migration and operation support in a UNIX environment. Provided full life cycle development of a Web-based, .NET application for GED I and II projects.

Ohio Department of Administrative Services (DAS)

Project Management focusing on a successful delivery of project to support the Gateway Mission including overseeing activities and deliverables of another consulting firm. Developing Gateway Communications Plan development including key messages and value proposition.

Ohio Public Employees Retirement System Ohio Public Employees Retirement System (OPERS)

Application Development for healthcare applications as part of the overall Pension systems for OPERS. Developing various applications in an Agile environment using Java, Web services written in SOAP, Rational Software Architect, SSRS, and IBM WebSphere. The team develops test cases and integration testing using SCRUM development methodology.

Ohio Department of Taxation

Security Application Testing: Conducted a security assessment for firewalls, Web servers, and Web-based applications. Provided support for Tax Law modernization and department operations.

City of Columbus

Project Management for the "Body Worn Camera" project for Public Safety, Police, and WatchGuard. Work with Police for policies regarding cruiser mobile computers and devices. Managed wireless implementation for Police Ordinance. Responsible for server and network infrastructure completing conversion of property and evidence data.

Ohio Department of Medicaid

Team of Business Analysts for the implementation of a best-in-class Enterprise Medicaid Operations system. Conducting requirements gathering/elicitation sessions. Conducted gap analysis. Guided and supported vendor Business Analyst in writing system requirements for future state. Reviewed system development, identified and communicated gaps, and resolved issues faced by developers in implementing requirements.