

Service Capability Statement

Executive Summary

Incorporated in New York in 1993, Diaspark is a 1000 Member Software Services & Solutions Company with its Corporate Headquarters in Edison, New Jersey. It has a strong services offering in Enterprise software, Mobile applications and IT staffing space with over 15 year of business experience and diversified client-base. With current annual revenue exceeding \$ 30 Million, Diaspark has experienced consistent Y-O-Y growth with its strong emphasis on quickly applying new and emerging technology and platforms in its implementations. Diaspark is one amongst the select group of **Microsoft Managed Gold Partners** in the tristate area of New York, New Jersey & Connecticut.

Diaspark provides the most innovative, efficient and cost-effective workforce solutions in today's marketplace. Diaspark leverages its mature, quality-certified processes to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and increase time to market of their workforce requirements. Diaspark's workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and ultimately enhance their competitive edge.

Over a 15 years span in providing staffing solutions to **Fortune 2000** clients with Preferred Supplier relationships, Diaspark has proven the value of strategic and performance-driven partnerships by providing mutually-beneficial services ranging from full lifecycle staffing to vendor management.

Diaspark excels at staff augmentation, direct hire, pay rolling, and transitioning of individuals or teams for job categories ranging from information technology to hard to find positions. Whether req-to-check full lifecycle recruiting, vendor management, or complete recruitment process outsourcing, Diaspark has the solutions to fulfill the requirements of any organization.

Workforce Solutions

Temporary Staffing

Temporary labor engagements provide advanced benefits to companies that often utilized skill-sets such as information technology, administrative, accounting, clerical, financial, and others on a program, project, or time sensitive basis. Diaspark leverages its global, 24x7 service delivery model to source, screen and place temporary labor across general skill-sets in well-populated as well as remote geographies.

Temp-to-Hire & Fulltime Staffing

Frequently, clients are so impressed with the skills sets of our consultants that they aspire to employ the consultant on a full-time basis. Diaspark understands and appreciates the client's ability to identify top talent and their desire to retain them; therefore, Diaspark has implemented client-friendly terms for the conversion of contingent or temporary labor to permanent employees.

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Staff / Vendor Transitioning

The transitioning of consultants or teams of consultants from one vendor to another is often the outcome of a vendor consolidation or de-selection activity.

Through a successful vendor consolidation program, the client reaps the advantages of engaging with fewer, more qualified suppliers. Benefits include:

- Sourcing activities can be centralized and ultimately more efficient
- There will not be vast disparities in fees
- There will not be variances in contracts
- There are limited candidate ownership questions; hence, less co-employment risk
- Deliverables across the board will be more consistent

Diaspark concurs that the periodic assessment of suppliers is a necessary aspect of continuous improvement and due diligence in supply chain management. Ultimately, the best suppliers rise to the top when appraised according to KPIs and metrics-based performance.

Diaspark has a team dedicated to the transitioning practice and is wholly proficient at assuming management responsibility and becoming the employer of record for a consultant, group of consultants, or project team previously on-boarded by another vendor.

Diaspark is pleased to say that the company has often been the recipient of additional consultants after vendor consolidation programs and has transitioned multiple consultants from the de-selected supplier over the past few years.

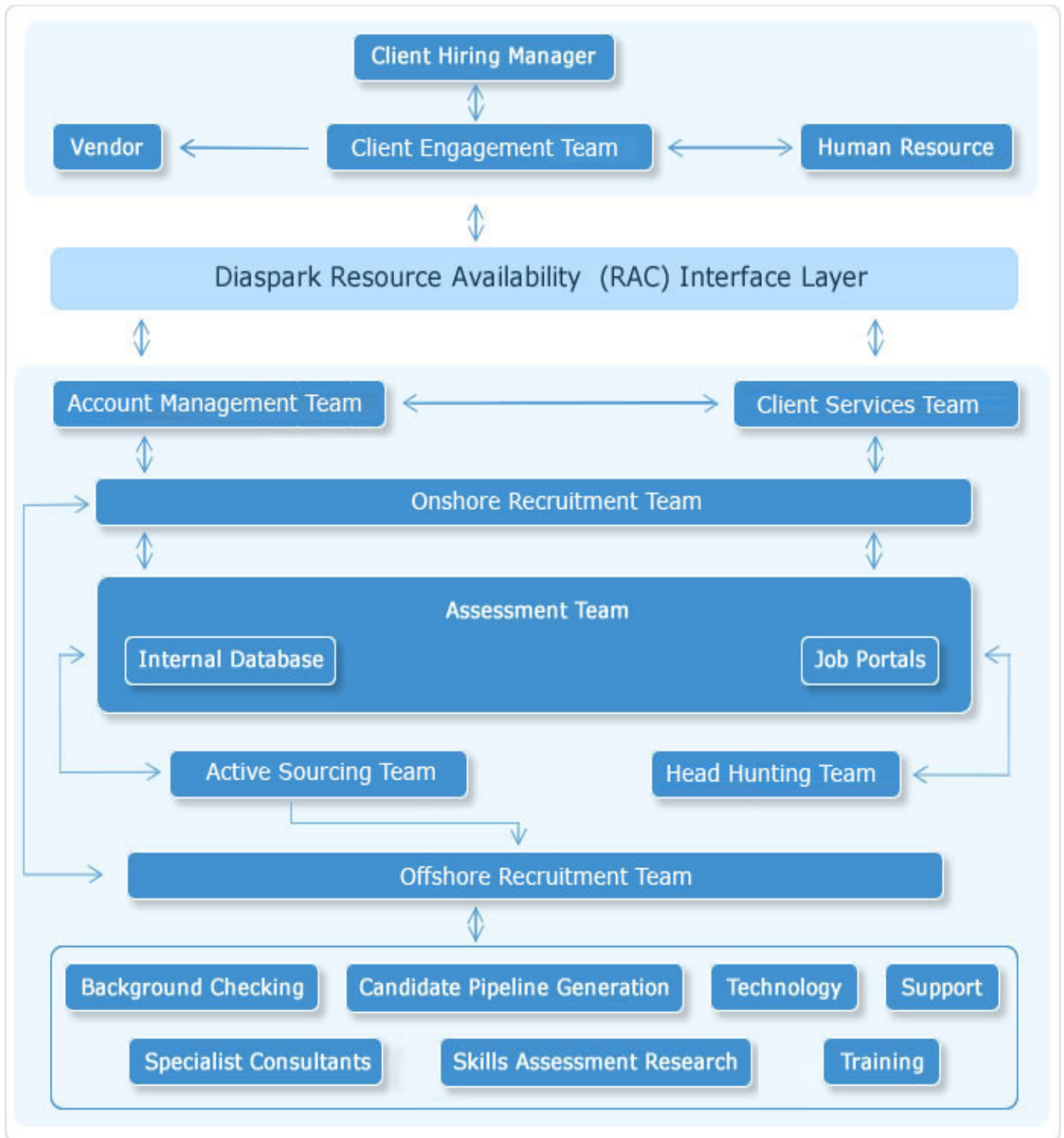
Delivery Excellence

Diaspark best serves its clients by adhering to and executing superior processes. The company is dedicated to operational excellence as part of a client-centric mindset that assures consistent execution. Through 18 years of experience, Diaspark has developed and refined every step in the full lifecycle staffing fulfillment and consultant management practice. Key aspects of our service delivery model include:

- 24x7 sourcing teams
- Resource Availability & Consultant Management System – RAC
- Relationship management and service delivery teams throughout the US
- Goal setting for each team member
- Client-wise service-level understanding
- Close monitoring of quality
- Strong in-house workflow system for resume search, screening, submittals to placement
- Strong technical team to ensure quality delivery
- Metric-based performance expectation from all team members

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Workflow Structuring Flowchart



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Consultant Management

Managing human capital at every level is integral to the health of every strategic engagement. Consultant management is therefore at the top priority, as the company strives to forge strong ties with its offsite consultants. Diaspark has created an industry-unique consultant relationship management system with resource support, communications, and retention administration. Diaspark's outreach program, driven by consultant relationship managers and supported by a powerful, web-based ERP platform that organizes timesheet reporting, expenses and other closing formalities.

Diaspark consultants are subject matter experts in such areas as:

- **Application Development & Maintenance (ADM)**
- **Application Testing**
- **Business Analysis**
- **Business Intelligence, Data Warehousing & Analytics**
- **Client / Server Application Development**
- **ERP Implementation, Maintenance & Support**
- **Infrastructure Support & Management**
- **Mainframe Legacy Systems Maintenance**
- **Mobile Applications**
- **Network Architecture, Planning, Development, Implementation**
- **Object Oriented Design and Development**
- **Project / Program Management**
- **Quality Assurance & Porting**
- **Relational Database Design & Development**
- **Systems Architecture & Planning**
- **Systems & Application Integration**
- **Web Application & Content Management**
- **Web Design & Development**

With Diaspark's Services, each client has the benefit of supplementing its existing IT staff with the most qualified individuals (or teams) in the marketplace at competitive rates.

Managerial Proficiency

Diaspark's management and service delivery teams are an assembly of educated and experienced managers and recruiters having masters degrees or higher to serve the highly agile North American market. The company uses latest technology and recruiting methods to source, onboard & manage qualified consultants and its subcontractors. The Diaspark team focuses on placing consultants with business acumen in addition to technology skills; therefore, Diaspark hires IT experienced people who reflect:

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- The ability to translate business objectives into technical solutions
- Technical skills that match the client's objective and vision
- Experience in assuring project deliverables on time and on schedule
- Commitment to be a top performer
- Winning attitude with strong communication skills

Diaspark's best practices in project management, timely delivery and transparency have been instrumental in enjoying a symbiotic relationship with all our customers served for almost two decades.

Technological Proficiency

Today's global business environment demands enterprise solutions to be proactive and responsive. Building such solutions requires a 360 approach to keep pace with the current needs as well as prepare for the future. Over the past 15 years, Diaspark has been helping enterprises leverage new and emerging technologies to achieve their business goals and become competitive. We provide roadmap definitions, development, deployment services and support. The key strengths that we bring are:

- Dedicated PPQA and SEPG teams for adherence to process compliance as per Level 3 of Software Engineering Institute's Capability Maturity Model (SEI-CMM Level 3) standards.
- Vast resource in legacy technologies which aids in migration assignments.
- Project Management via Microsoft Enterprise Project Management which creates a workspace for each project to manage projected related tasks, documents and communication.

Microsoft Enterprise Project Management (EPM) is an end-to-end collaborative project management tool to manage the execution. It is integrated with SharePoint server to provide a web-based interface to the project team for effective collaboration. Each team member can view their tasks, update timesheet and submit it for approval. EPM also creates a project-specific site where team can maintain, share documents and communicate with the team through announcements, discussions, project status reports, milestone, issues register, risk register etc. This is a common platform between Diaspark and the client to review an on-going project

Diaspark also is CMMI-3 certified which drives the organization to be highly systemized in its processes. Our best practices in project management bring in enhanced productivity, performance, control over costs and stake holder's satisfaction. Quality Management is an incessant process at Diaspark which is continuously enhanced via project audits, best practices and knowledge gained by every project that we execute. To ensure quality as per SE/SW CMMI v1.1, we take additional care in handling issue log using JIRA. An online and workflow driven bug reporting tool. An issue could represent a software bug, a project task, a helpdesk ticket, a change request etc. and is handled as per the defined workflow in JIRA.