



SOLUTION ENGINEERING FOR RELIABLE AND VIABLE ENTERPRISES (SERVE)

SERVE ADVISORY GROUP IS A MANAGEMENT CONSULTANCY THAT PROVIDES COMPREHENSIVE CONSULTATION TO HELP IDENTIFY GAPS AND OPPORTUNITIES WITHIN ENTERPRISES. THROUGH THOROUGH ANALYSIS OF SOCIAL, POLITICAL, OR ENVIRONMENTAL CHANGES, SERVE ASSESSES THE IMPACT TO THE OPERATIONS OF ENTERPRISES, AND HELPS THEM IMPLEMENT MARKET LEADING BEST PRACTICES TO OPTIMIZE PERFORMANCE. IT DOES SO THROUGH DRIVING STRATEGY SUPPORT, ACCOUNTABILITY, AND PROVIDING GUIDANCE TO ALL LEVELS OF LEADERSHIP.



PROGRAM MANAGEMENT

THESE ARE ESSENTIAL COMPONENTS OF THE TECHNOLOGY INDUSTRY. ITS DESIGN INVOLVES CREATING A BLUEPRINT FOR A SOFTWARE OR TECHNOLOGY PRODUCT THAT CONSIDERS USER NEEDS, FUNCTIONALITY REQUIREMENTS, TECHNICAL SPECIFICATIONS, AND AESTHETICS.

- CODING AND PROGRAMMING THE PRODUCT,
- PROGRAM MANAGEMENT
- DEVELOPMENT OVERSIGHT
- TIME, BUDGET, QUALITY ASSURANCE, AND COMPLIANCE



CHANGE MANAGEMENT

THE PROCESS OF IMPLEMENTING NEW HEALTHCARE TECHNOLOGY OR SYSTEMS IN A HEALTHCARE SETTING, WITH THE GOAL OF IMPROVING PATIENT CARE AND OUTCOMES.

- MANAGING CHANGES & DISRUPTIONS FROM NEW TECHNOLOGY
- ANALYZING CHANGES IN WORKFLOWS, ROLES, AND RESPONSIBILITIES.
- EMPLOYING CHANGE MANAGEMENT STRATEGIES, INCLUDING STAKEHOLDER ENGAGEMENT, COMMUNICATION, AND TRAINING



ISSUE RESOLUTION

THE PROCESS OF IDENTIFYING, MANAGING, AND RESOLVING ISSUES THAT ARISE DURING THE IMPLEMENTATION OF NEW HEALTHCARE TECHNOLOGY OR SYSTEMS.

- ESTABLISHING A SYSTEM FOR TRACKING AND PRIORITIZING ISSUES,
- DEVELOPING STRATEGIES FOR ADDRESSING ISSUES IN A TIMELY AND EFFECTIVE MANNER
- FACILITATING COLLABORATION AMONG STAKEHOLDERS TO ADDRESS ISSUES

HEALTH IT
DEPLOYMENT /
IMPLEMENTATION



STRATEGIC COMMUNICATIONS

THE USE OF TARGETED COMMUNICATION STRATEGIES TO PROMOTE AND ADVANCE HEALTHCARE PROGRAMS AND INITIATIVES.

- CREATING A COMPREHENSIVE COMMUNICATIONS PLAN THAT IDENTIFIES KEY MESSAGES, TARGET AUDIENCES, AND COMMUNICATION CHANNELS
- EFFECTIVELY DISSEMINATING INFORMATION AND ENGAGING STAKEHOLDERS
- BUILDING SUPPORT, INCREASING AWARENESS, AND DRIVING PARTICIPATION

HEALTHCARE AND
DEVICE PROGRAM
SUPPORT



MARKET RESEARCH, IMPLEMENTATION SUPPORT

THE PROCESS OF RESEARCHING, PLANNING, AND EXECUTING STRATEGIES FOR DEPLOYING AND MARKETING IT AND MEDICAL DEVICE SOLUTIONS. INCLUDES DEVELOPING A COMPREHENSIVE GO-TO-MARKET STRATEGY.

- CONDUCTING MARKET RESEARCH TO IDENTIFY USER NEEDS, MARKET OPPORTUNITIES, AND COMPETITIVE LANDSCAPE, AS WELL
- DEVELOPING IMPLEMENTATION SUPPORT STRATEGIES TO ENSURE SUCCESSFUL DEPLOYMENT AND ADOPTION OF THE SOLUTIONS



SUPPLY CHAIN PROGRAM MANAGEMENT

THE PROCESS OF MANAGING THE FLOW OF GOODS, SERVICES, AND INFORMATION IN A HEALTHCARE SUPPLY CHAIN.

- COORDINATING WITH SUPPLIERS, DISTRIBUTORS, AND HEALTHCARE PROVIDERS TO ENSURE THE TIMELY DELIVERY OF GOODS AND SERVICES
- MINIMIZING COSTS AND OPTIMIZING INVENTORY LEVELS
- FACILITATING EFFECTIVE PLANNING, COMMUNICATION, AND COLLABORATION



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HOW WE DRIVE SUCCESS

- Employing market leading principles of requirements gathering, development, and implementation to ensure system efficacy
- Navigating the nuances of messaging, and culture assimilation needed for fundamental changes in cabinet level agencies, and subordinate offices
- Collaborating to leverage the full breadth of public and private partnerships, and interagency liaising to drive widespread initiative adoption
- Employing project management professionals with a proven track record of establishing management offices to lead organizations at the highest levels

OUR CLIENTS AND PRODUCTS WE'VE SUPPORTED

OUR CLIENTS INCLUDE SOME OF THE LARGEST AGENCIES AND ORGANIZATIONS TACKLING LARGE SCALE TRANSFORMATION EFFORTS. THEY INCLUDE, BUT ARE NOT LIMITED TO THOSE PICTURED BELOW:



HOW YOU CAN ACCESS US (CONTRACT VEHICLES AND PARTNERS)

WHILE SERVE ADVISORY IS NOT YET A PRIME VENDOR, IT IS AN ACTIVE PARTNER ON SEVERAL LARGE IDIQS WITH SUCH. IT IS ALSO PENDING VARIOUS COMPANY DESIGNATION STATUSES THAT WILL IMPROVE ACCESSIBILITY.

- VA INTEGRATED HEALTHCARE TRANSFORMATION (IHT) IDIQ
- VA CUSTOMER EXPERIENCE DEV OPS AND AGILE REPOSE (CEDAR) IDIQ
- BUMED PERFORMANCE IMPROVEMENT IDIQ
- VA TRANSFORMATION TWENTY-ONE TOTAL TECH NEXT GEN (T4NG) (PENDING)
- GSA MULTIPLE AWARD SCHEDULE (PENDING)
- 8A BUSINESS DEVELOPMENT PROGRAM (PENDING)



VALUES

SERVICE-MINDED, BOTH INTERNAL, AND EXTERNAL
EAGER TO LEARN ON, AND OFF CLIENT ENGAGEMENTS
RELIABLE, BUT NOT AT THE EXPENSE OF RESILIENCY
VITAL TO YOUR FELLOW TEAM MEMBERS, AND CLIENTS
EXCELLING IN ALL THAT WE PRODUCE, AND IN OUR INTERACTIONS