

# NORTHCROSS

G R O U P



CORPORATE CAPABILITIES  
2011

# The Complete Picture—

NCG delivers technology solutions tailored to business needs; maximizing return on investments and overall total value for business and technology projects.



## Profile...

- Founded in 2006
- Incorporated in Maine
- SBA 8(a) Certified
- Headquartered in Portland, Maine
- DC office in Arlington, VA
- Highly skilled and experienced staff
- Personnel with current or previously held clearances
- Proven track record in highly regulated environments

## Who We Are...

Our vision is to empower our clients to use technology to improve operations, expand market positions, and increase revenue. We value quality and technological innovation that achieves tangible results.

Our mission, from strategy-to-technology-to-execution, is that our disciplined yet flexible approach begins and ends with our clients. By listening and working hard, client goals become our goals. This collaborative and responsive approach to problem solving drives innovative and effective solutions.

## What We Do...

- We design, manage, and implement complex technology and business projects.
- We follow a managed approach that provides structure and governance, and guides and measures efforts and results.
- We leverage our team's robust blend of technical skills and management experience to focus on execution.
- We take a "big picture" approach, identifying ways to increase revenues, improve services, strengthen market position, and streamline operations.
- We bridge technology and business factors to meet today's challenges and lay the groundwork for tomorrow.
- We actively engage—from technical details, to strategic planning—to ensure success.

## Supported NAICS...

**Primary NAICS Code: 541611**

*Admin Management and General Management Consulting Services*

**Other Supported NAICS:**

541219 - Other Accounting Services

541511 - Custom Computer Programming Services

541512 - Computer Systems Design Services

541519 - Other Computer Related Services

541612 - Human Resources Consulting Services

541614 - Process, Physical Distribution, and Logistics Consulting Services

541618 - Other Management Consulting Services

541690 - Other Scientific and Technical Consulting

561110 - Office Administrative Services

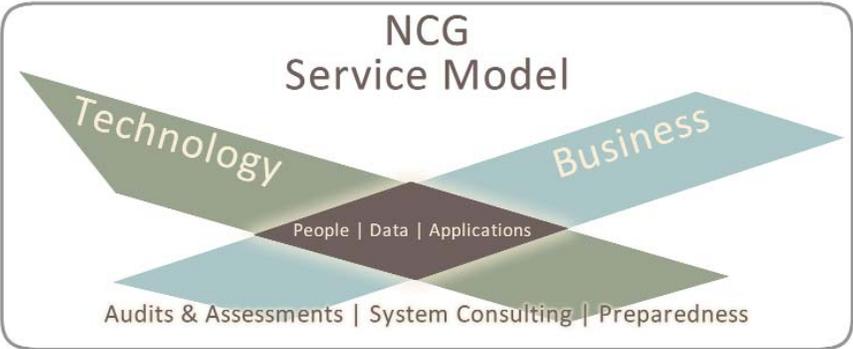
561499 - All Other Business Support Services

611430 - Professional and Management Development Training

# Assuring the Delivery of Value...

At Northcross Group (NCG), we use technology to achieve business objectives. We focus on the practical application of technology, working the details from concept to deployment.

Since our inception in 2006, NCG has strived to build a solid reputation of taking on tough projects and big challenges. Our successes build strong client relationships and the opportunity to further develop and refine our capabilities.



NCG consultants have both the practical technology and business experience necessary to implement the right IT solutions for your organization. Our broad perspective allows us to execute and deliver real results in a wide range of business environments.

Our highly skilled team has the management perspective to work with organizations to understand challenges within the context of specific business and operating models. Our team members also have the technical depth and experience to provide insight and leadership across the project life cycle. We follow a methodology that helps keep technical and business interests aligned called *Symphony*.

## The Symphony Model

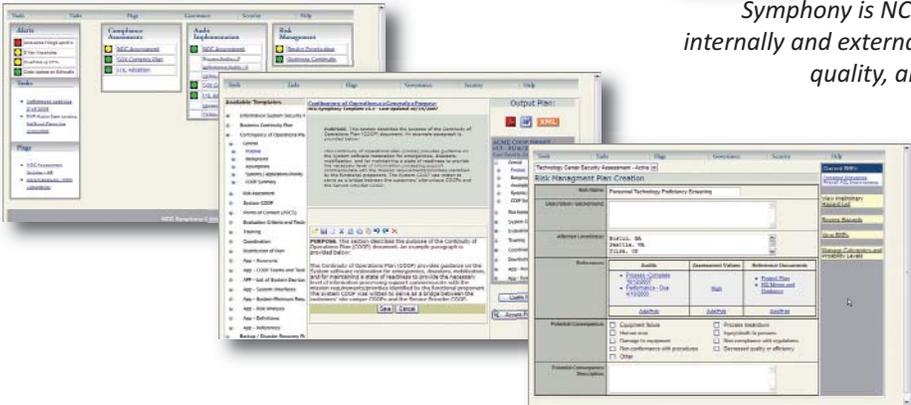
NCG's *Symphony* approach harmonizes requirements, context, and direction within a managed framework to mitigate risks, work issues, and validate results.

NCG's *Symphony* is a methodology, as well as a web-based tool that provides common ground for communication and direction of effort. *Symphony* drives a closed loop process with a framework for assessments, risk management, measurement & validation, and audits (performance & design).

*Symphony* supports the definition of the operating environment and easily accounts for changes over time. It captures interfaces and dependencies and helps define situational context of requirements and factors across the organization.



*Symphony is NCG's managed approach used internally and externally to govern efforts, control quality, and ensure delivery of results.*



# NCG Services—

NCG works across the system life cycle—implementing technology solutions, validating and assessing existing functions, and assuring secure operations.



## Implementing Technology...

NCG helps organizations implement and apply technology to address a range of business needs. Whether taking operations to the next level or implementing functionality to increase business opportunities; NCG's broad, yet technically detailed perspective, drives success.

NCG's technology services span the system development life cycle. We take a holistic approach that is grounded in a strong technical foundation, but also accounts for human factors, your data, and the organization as a whole. We help define requirements and ensure the design, development and testing are focused and effective. We review and streamline existing processes. We provide training to facilitate a successful knowledge transfer. We assess what communication is needed in advance, during, and after system deployments.

NCG provides management and technical leadership for internal development teams as well as for integrated contract teams. We focus on execution and the delivery of tangible results. Using our technical depth in systems and analysis, we tap into and leverage data to provide a basis for informed decision making. We help organizations put their existing information to work—removing the “black boxes” where data all too often seems to be stalled.

When dealing with mergers and acquisitions, the integration of data and functionality is often complicated by a number of mitigating factors beyond pure technical challenges. NCG has worked with many organizations facing these challenges, successfully balancing the technical hurdles along with those non-technical considerations that must be handled to be successful.

NCG has a proven event Command Center approach, honed over many enterprise system deployments, conversions, and migrations. We take a proactive and inclusive approach that streamlines activities, shortens the time to issue resolution, facilitates communications, and ensures overall control of events.

### Technology Implementation Services

- Project Management & Execution
- Data Conversions & Platform Migrations
- Data Systems & Reporting

## Cyber & System Assurance...

The security landscape continues to be ever changing and growing in complexity and depth of threat sources. A comprehensive approach is needed to protect critical assets and to be prepared. NCG provides clients with a broad spectrum of services to prepare for incidents, accidents, and disasters—from both internal and external sources.

From terrorism to industrial espionage, the sophistication and range of threats are growing. The techniques of yesterday are not sufficient to meet the challenges of today and tomorrow.

Our model takes a holistic approach looking at all areas of your organization, including security policy, physical and facility security, Human Resource procedures, third parties, compliance, and network security.

From automated scans to program development, implementation, and operations—NCG tailors support to the specific needs of each client.

We develop roadmaps that specify plans, policies, and procedures to initiate should the unexpected occur. The roadmap is designed with specific controls in place; allowing it to be updated and amended in response to technology, business, or situational changes.

We provide ways of incorporating continuity components into your project management processes and system development life cycle, and we give you strategies to ensure your plan stays relevant, up-to-date, and at the forefront of the minds of your management and staff.

### Cyber & System Assurance Services

- Cyber Security
- Information Security
- Risk Management
- Business Continuity Planning

## Validating & Assessing Technology...

NCG has a robust and proven methodology for conducting a range of audits and assessments. From compliance and governance to security and system efficiency, we follow a structured framework that can be easily tailored to specific requirements and compliance needs.

Having accurate knowledge of where your organization really stands is essential for defining the steps you need to get where you want to be. NCG provides high level assessments that provide orientation to take the first steps; as well as comprehensive deep-dive investigations that sort out granular technical details.

We work to understand the underlying nature of your business issues and address them. We measure effectiveness to gauge whether the desired results were achieved and ensure issues were truly resolved.

We empower organizations to understand where projects and programs really stand, where potential hazards exist, and their root causes. We garner actionable intelligence and create specific prioritized steps to address challenges or gain advantage.

NCG has subject matter expertise in a number of compliance areas including: FISMA, SAS 70, SOX, HIPAA, HITECH, NIST, NERC, and PCI DSS.

### Validation & Assessment Services

- Independent Verification & Validation (IV&V)
- Compliance & Governance
- Project Oversight
- CIO/CTO Services

# The NCG Team...

NCG consultants bring a broad variety of business expertise and an in-depth technical knowledge to every client engagement. We listen to needs, we get to know our client organizations, and we work with systems and processes that deliver tangible results, every time.

Our manageable size allows flexibility so we can be there for our clients from start to finish. Our focus on the bottom line ensures we deliver the results you expected on-time and within budget.

NCG has a commitment to ongoing professional development of its staff. We build from current strengths, training and reinforcing NCG practices and methodology in every engagement. NCG's management philosophy is to direct, teach, and motivate. Paramount to this model is a management team with tangible subject matter experience, not just generic management theory.

**Christopher Bender**, company founder and President, has 22 years of experience in both the private and public consulting sector. Mr. Bender has a broad base of experience throughout the system life cycle from business needs to system deployment and operations. Mr. Bender has focused on data systems to drive decision making and system safety approaches to risk management.

**David Winger**, Chief Technology Officer, has a 30 year career supporting the U.S. Intelligence community, the Department of Defense, and commercial clients with a problem solving approach that ensures systems support and provides value to business processes. Mr. Winger began his career in the Marine Corps and served as the Director of Information Technology for the U.S. Strategic Weapons Program; including Director of the Space and Special Warfare Systems Command Information Technology and as Director of Special Operations Engineering.

**Wayne Milstead**, Consulting Services Director, has 20 years of experience in business operations and system consulting. Mr. Milstead has a background in communications law and is a published author. Mr. Milstead has managed service delivery on both project and enterprise levels to diverse clients including the Federal Aviation Administration, National Highway Transportation Safety Administration, Turner Broadcasting/CNN, Time Warner, public service non-profits, and arts organizations.

**Heather St. Peter**, Operations Manager, has spent 14 years in Human Resources and general operations, including employment law, training, recruitment, compensation, benefits, and performance reviews.

Certs & Quals	Market Expertise	Contract Experience	Clearances	Technologies
<ul style="list-style-type: none"> <li>• PMP</li> <li>• CCIE</li> <li>• CISSP</li> <li>• MCSE</li> <li>• MCSD</li> <li>• ITIL</li> <li>• CMMI</li> <li>• ISO 9000</li> <li>• CSM</li> <li>• SAINT</li> </ul>	<ul style="list-style-type: none"> <li>• Core and Retail Banking Systems</li> <li>• Cyber Security</li> <li>• Information Security</li> <li>• Mergers &amp; Acquisitions</li> <li>• Transportation</li> <li>• Aviation</li> <li>• Health Care</li> <li>• Federal Sector</li> <li>• State Government</li> <li>• Manufacturing</li> <li>• eCommerce</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated Teams</li> <li>• Prime/Sub</li> <li>• IDIQ</li> <li>• GWAC</li> <li>• GSA</li> </ul>	<ul style="list-style-type: none"> <li>• Civilian, Defense, and Intelligence</li> <li>• Secret through TS/SCI</li> </ul>	<p><b>Enterprise Level:</b> J2EE, .NET, Services Oriented Architecture (SOA), N-Tier Data Architectures</p> <p><b>Analysis and Design:</b> UML, IBM Rational Software/RUP, CA AllFusion, SAS</p> <p><b>Development:</b> SQL, XML, XSL, ASP.NET, JSP, PHP, GIS, Flash/Flex</p> <p><b>Database Management:</b> MS SQL Server, Oracle, DB2, Data Warehousing design and programming</p>

## Our Track Record...

Through every engagement, we strive to deliver above and beyond expectations. We build relationships and measure our effectiveness in terms of real gains realized by our clients.

We have supported **TD Bank**, one of the 10 largest banks in the United States, through a number of acquisitions and system implementations.

- NCG has supported TD Bank over 20 separate initiatives since 2006.
- Data conversion and platform migration.
- Core banking and distributed retail systems.
- Operations efficiency and revenue generating initiatives.

NCG is working with the Boston Region on the **DHS Regional Catastrophic Planning Cyber Attack Coordination Plan**. NCG, as a member of the **URS Team**, developed an approach for conducting Risk Assessment based on NIST standards, that can be applied to a

variety of critical assets across the region. The Risk Assessment process was designed to support resiliency planning for the continuity of key government services in the event of a cyber event. Thus data collected at the asset level needed to support local preparedness planning; as well as aggregate up to the regional level to identify opportunities to leverage strengths and mitigate weaknesses across the region as a whole.

NCG has supported the **State of Maine** on a number of projects and is listed on the State's Information Technology pre-approved vendor list. We helped the Department of Health and Human Services define and implement emergency fixes to its CMS system addressing provider payment issues. We also worked with the Department of Professional and Financial Regulation to ensure the integrity of their licensing system with IV&V services.

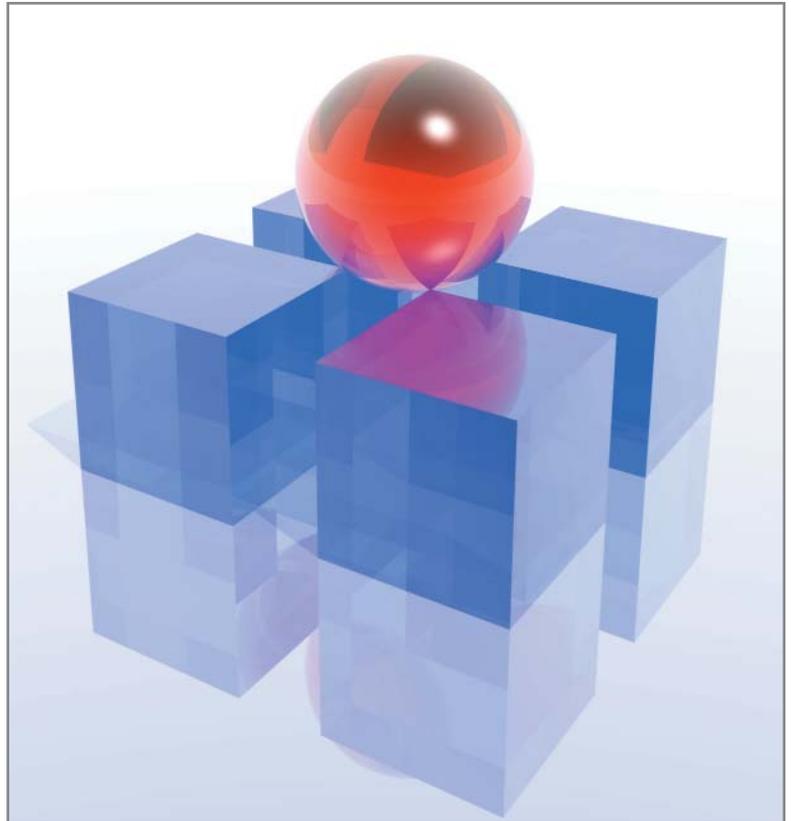
- NCG identified, analyzed, and managed enterprise system corrections.
- Developed corrective action road maps and helped execute those actions.
- Directed MECMS system corrections and technical management.
- Managed system enhancements and deployments.

NCG helped **Volk Packaging**—a shipping materials manufacturer—implement a Business Continuity Plan, run a mock contingency of operations drill, and put a friendly-competitor facility agreement in place. NCG put together a comprehensive plan that went beyond computer disaster recovery to include all operational facets ensuring the ability to service customers and maintain revenue.

- NCG brokered Business to Business Relationships.
- Architected third party system failovers.
- Implemented information security oversight and standards.

NCG has worked with **MedAssets**, a healthcare financial services provider, helping their clients resolve revenue generation challenges. NCG has supported MedAssets on projects across the revenue cycle and staffing models.

- NCG performed IV&V and a variety of audits and assessment to drive process improvements.
- Garnered direct short term revenue gains, while implementing process improvements for long term efficiencies.





NCG has worked with **Unisys** in their support of the State of Maine's transition from the current CMS claims system to a fiscal intermediary system. NCG leveraged its expertise with the State's system challenges to help drive the initial data mapping efforts.

- NCG charted data mapping from disparate systems.
- NCG designed the data staging for the operational transition.
- NCG provided analysis of State processing policy and impact to data management.

NCG worked with **Geiger Brothers**, a promotional materials distributor—starting with a general risk assessment process to prioritize areas—including assessment of third party providers.

- NCG conducted PCI Compliance Assessment preparations.
- Developed a comprehensive short and long term information security plan and roadmap.
- Performed information security audits and assessments, inclusive of third party partners.

## NCG Contact Information...

### Portland, Maine Headquarters

100 Middle Street  
East Tower, #203  
Portland, Maine 04101  
207.699.5540 (phone)  
207.699.2113 (fax)

### Washington D.C. Office

1655 N. Fort Myer Dr.  
Suite #700  
Arlington, VA 22209  
703.351.3397 (phone)  
703.351.5298 (fax)

[www.northcrossgroup.com](http://www.northcrossgroup.com)  
[info@northcrossgroup.com](mailto:info@northcrossgroup.com)

*"...NCG's services continue meeting both technology and business needs at TD Bank.*

*The employees from Northcross Group have provided strong project management and leadership skills, have ensured all deadlines are met and have supported the objectives of the project and the company. They take the time to understand the business line needs and are truly part of the overall team. They have a positive attitude and are willing to do whatever it takes to get the job done.*

*As a true partner in our business objectives, they will point out other alternatives to get the job done, but in a professional and knowledgeable manner. Their skills and attitudes set an example for all around them. They have been instrumental in our success..."*

JoAnn Leon  
Senior Vice President  
Corporate Retail Operations  
TD Bank