

CIOReview

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NAVAL TECH EDITION

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20 Most Promising Naval Tech Consulting/Services Companies - 2020

At a time of tremendous innovations across a variety of industries, the navy is also taking huge strides into including modern technologies to boost its operational capabilities. The recent developments in automation, artificial intelligence, deep learning, robotics, industrial internet of things (IIoT), and other systems have brought several innovations to the fore in the naval tech space.

With technology becoming more intelligent every passing day, designing an efficient naval vessel remains one of the most puzzling tasks for the navy. However, gradual advancement in the computer-aided design (CAD) tools are making it possible to design, test, and implement 3D modeling to build a virtual vessel before the actual cut of steel. Besides, augmented reality (AR), and virtual reality (VR) are the two coming of age technologies that shipbuilders are leveraging for the pre-construction operations. Both these technologies enable them to perform a layer by layer in-depth analysis of ship design and allow them a virtual walkthrough of the vessel at the design level.

Once offshore, the navy requires efficient vessels with impeccable safety and operational capabilities in all seasons and weather conditions. They need a lean propulsion system with reliable propellers and power

systems that enables the ship to operate safely around the globe. For improving operational capabilities on the deck, AI and IIoT technologies are helping to gather valuable intelligence into the maritime conditions and help the ship navigate with zero to minimum human interaction. Moreover, considering the sensitive information that these naval ships carry, the chance of a cybersecurity threat cannot be brushed off. Cyber protection systems on the vessel can be a boon for the navy as it has the potential to make the vessel's shipboard, mechanical and electrical control systems resilient to cyber-attacks.

Many naval tech solutions and services providers are coming up with cutting-edge solutions to help the naval from the design to a safe and efficient operation of vessels. Acknowledging the rapid development in the naval tech space, CIOReview has compiled a list of 20 most promising naval tech consulting/services companies to guide the navy harness the power of modern technology and ride the latest innovation bandwagon to strengthen their vessels. With innovative and path-breaking technological capabilities up their sleeves, these companies are continually proving their mettle in the field of naval tech. We present to you CIOReview's "20 Most Promising Naval Tech Consulting/Services Companies - 2020."

CoSolutions, Inc.

recognized by CIOReview magazine as

20 MOST PROMISING
NAVAL TECH
CONSULTING/SERVICES COMPANIES - 2020

The annual listing of 20 companies that are at the forefront of providing Naval Tech consulting/services and transforming businesses

Company:

CoSolutions, Inc.

Description:

Provides innovative, trusted and high-quality technology services to the Navy, helping them enhance customer service to the sailor

Key Person:

Donald Plebuch,
SVP

Website:

cosolutions.com

CoSolutions, Inc.

The New Wave of Success in the Naval Tech Space



CoSolutions is a flag-bearer in the Naval Tech space, providing a full range of technology assistance services to their customers. As a customer-focused, fast-growing government services firm, the Company delivers responsive and innovative support to the U.S. Navy, opening innovative solution streams to help realize mission success. The scope of CoSolutions' capabilities include IT, engineering, and cybersecurity services, program and project management, and training support - here in the U.S. and abroad - which go far beyond the conventional needs of the Naval space. Since its inception in 1998, the Company has been propelling transformations of government entities, including agencies under the U.S. Department of Defense (DoD), the U.S. Department of Homeland Security (DHS), and the U.S. Intelligence Community.

"As an ISO 9001:2015-certified firm, we instill a quality mindset in every employee, from the CEO (Ingrid Constantine) on down. Quality and quality measures are built into everything

we do, both internally and for our customers," says Donald Plebuch, SVP of CoSolutions. "Quality improvements help make CoSolutions a better company, all around." The Company's "sweet spot" is its ability to deliver high-quality IT and program support to the DoD and Intelligence Community for mission-critical operations. To do this, CoSolutions deploys teams of experts, 30 percent of which are comprised of DoD veterans who clearly understand the DoD mission, its operations "battle rhythm" and its unique work environments.

Positioning itself as a sought-after partner for the Navy, CoSolutions has been instrumental in supporting their adaptation of IT Service Management (ITSM) for a major transformation of the Navy's largest enterprise service desk for payroll, personnel, logistics, and supply systems. The Company worked closely with its Navy customer to overhaul and run a business-class service desk to enhance the efficiency of the Navy-311 customer support center by routing tickets to the appropriate team, allowing IT technicians to focus on critical tasks. Further, by incorporating



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robotic process automation to analyze customer calls and call performance, CoSolutions was able to streamline the performance reporting process for improved oversight.

From scores of siloed help desk locations into a single-operational entity, CoSolutions aided in the consolidation of the Navy's nationwide service desks supporting such functions as payroll, personnel, supply logistics and educational assistance. This enormous undertaking required careful and time-sensitive coordination, integration, modernization, and automation of the customer's service desk capabilities. To effectuate this, CoSolutions adopted an automated ITSM approach and tailored its methodology by aligning operations with HDI's strict standards and best practices and with the Navy's tactical and strategic objectives under an ITIL framework.

The Company achieved an 84 percent first-call resolution and 92 percent Tier 1 call resolution while maintaining a customer satisfaction rating above 95 percent. Plebuch credits this success to CoSolutions' help desk team, of which each member was systematically trained to achieve Help Desk Institute (HDI) certification for facilitating better integration across the supported enterprise and customers. More than 90 percent of CoSolutions' Navy service desk staff became HDI-certified, helping the Navy reach its goal of becoming an HDI Service Center of Excellence (SCoE). With the ability to track and course-correct key metrics for the service desk, the Company consistently monitored opportunities for continual operational improvement.

Hand-in-hand with operating the Navy's largest service desk, CoSolutions adopted the same exceptional service and support formula to perform Data Center Administration Services to the Navy. The Company successfully operated one of the Navy's largest data centers, providing computer services, systems administration, and network security.

Another competitive advantage of CoSolutions is its record of successful accomplishment of Continuity of Operation (COOP) support. The Company successfully relocated an entire COOP site location from shut down of one location to the standing up of the new location including systems installation and testing, staff relocation, new hire activities and training and SOP creation – all in record time. CoSolutions successfully performed repeated failovers to literally “weather the storm” in times of hurricanes, tornados, freezes, snowstorms, and facility outages, maintaining uninterrupted critical operations.

CoSolutions' high quality brand of technical services are not limited to just the Navy but spans other DoD services as well as the Intelligence Community and Homeland Security.

For the U.S. Army INSCOM, the Company provides round-the-clock Audio Visual (AV), Video Teleconference (VTC), Multimedia, and Engineering Services support to the agency's worldwide operations. Necessarily, in this current COVID-19 pandemic crisis environment and time-of-need, CoSolutions' support is vital to helping its INSCOM customer with their immediate mission-critical needs for worldwide communications.

The Air Force is and has been a strategic and collaborative agency customer of CoSolutions for many years. From IT mission services to systems and network administration to cyber network defense support, CoSolutions continues to be a go-to small business technical partner to the Air Force.

Inspired by the success in its collaborations with its government customers, CoSolutions is drawing a comprehensive roadmap for future growth and success. Leveraging the competitive advantage of being a nimble, turn-on-a-dime small business possessing a strong infrastructure, solid, well documented processes that the entire company operates under and a keen focus on quality and strategic planning, CoSolutions is able to focus on the success of its customers. The Company has positioned itself to continue its growth and expansion well into the future. 