CAPTUREEXEC SUCCESS STORY
Vysnova Partners, Inc.

Challenge

I was given the great responsibility of handling Vysnova's GSA OASIS proposals for the 2019-2020 onramps. Vysnova has a relatively proactive and ambitious business development department, so we submitted Prime bids under OASIS Small Business Pools 1 and 4 and OASIS Unrestricted Pool 4, not to mention our proposals under our Joint Venture for the 8(a) Pools 1 and 4. We were lucky to have won all five of those proposals. While we were overjoyed to have won these contracts, we quickly realized that we did not have the infrastructure, processes, and tools to effectively manage the onslaught of OASIS task orders that were about to come our way.

Situation

We had already been successfully using CaptureExec for a couple of years, but knew we were not using it to its full potential. We also knew that we desperately needed a Partner Relationship Management system, which could help us keep track of our Subcontractors on each individual OASIS contract. Additionally, due to the quick turnaround on many OASIS task orders, we needed to automate and reduce the amount of time between task order release, partner notification, partner response, and a gate decision.

Customer

Vysnova Partners (Vysnova) is a fast-growing program management firm that delivers professional and technical services worldwide for governmental and commercial clients.

With hundreds of task orders being released from these multiple-award IDIQ contracts on a monthly basis and limited human resources to manage them, we needed a swift process to ensure a quick decision process and that good opportunities were not falling through the cracks.

We received demos from a few of our IT partner firms and investigated some well-known software options like Microsoft Dynamics and Salesforce CRM. Some of the demos we looked at had offered a solution to these problems. Still, they were complex in that they tried to integrate several different software types, which eventually created significant redundancies and inefficiencies and would have cost additional money to hire programmers to customize the software. While seemingly viable on their own, other options did not offer the complete integrated solution that we needed. Therefore, we reached back out to BIT Solutions to explain our requirements and learn what they could offer to our current system and how we could better utilize it.

Solution

The first thing BIT Solutions did was give us a dedicated three-day training course to a select few super-users in our firm to show them the best way to utilize the recently upgraded system. The upgraded system was extremely customizable. They sat down with us while we configured the new system to fit our company needs and explained some of the optimal setups to ensure we could effectively use the system.

The second thing they did was ask us what we needed that was currently missing from the system, so we explained our dilemma regarding OASIS task order management and partner relationship management. They asked us to map out the manual process of everything from task order receipt to proposal submission to see what steps they could automate. Then, in an Agile format, they provided demos along to way to give us an update on how they were designing the upgrades we were requesting and give us a chance to give feedback and tweak things before the upgrade rolled out.

Result

In less than six months and just in time for the onslaught of OASIS task orders, we have a partner management system that allows us to set up partners and surveys at the IDIQ level that automatically roll down to each task order added under that IDIQ; so we never get confused about what partners are on what contract. We can add additional partners by searching criteria like capabilities, business certification types, and more. We can see what partners our firm has worked with before, and whether we won the proposals they worked on with us.

BIT Solutions created an integrated & automated survey system to send out from our system and track partner responses on user-defined questions like interest in the opportunity, experience with the PWS detailed line items, and proposal resources. The survey system also helps us conduct a full gap analysis with our partners by rating their capabilities in PWS task areas and creating a color-coded matrix that allows us to easily identify our weakest areas and determine if we need additional partners.

Long Term Benefits

We have only been using the new survey system for a couple of weeks. Still, already we've seen a drastic increase in responses in comparison to when we were manually sending out an email survey. The simplicity of the partner interest survey we use allows for a very quick response for partners, and they are much more inclined to answer the yes/no-type and number rating-type questions associated with the CaptureExec survey system. Not only does it increase our ability to make quick and informed Gate Review decisions, but it allows us to begin accumulating data on which partners are more responsive.

Testimonial

"BIT Solutions is incredibly client-centric and very accommodating to their clients' goals and needs. The new partner management and teammate survey systems were but two of several updates our company has requested and received within a short timeframe. The software itself is extremely customizable, so we have been able to make it our own and make it fit our style of capture management."

About Vysnova Partners, Inc.

Vysnova Partners (Vysnova) is a fast-growing program management firm that delivers professional and technical services worldwide for governmental and commercial clients. We provide a broad range of professional and institutional support services in Public/Global Health, Research and Development in the Life Sciences, Government Operations and Acquisition, and Information Technology.

With over 30 years of experience working within and with US Government organizations, Vysnova is primarily focused on providing subject matter expertise and institutional support to its clients both CONUS and all over the world. Our key programmatic areas of expertise include:

- Program Management
- Professional and Technical support of Life Science Research / Translational Research
- Short / Long Term Technical Assistance
- Monitoring and Evaluation
- Government Acquisition Program Management / Training / eLearning

Vysnova has the unique advantage of being a mature small business with internal systems in the areas of human resources, recruiting, accounting (DCAA compliant), contracting (DCMA compliant), legal, and other areas comparable to those found in mid-market firms. Vysnova is a certified Service-Disabled Veteran-Owned Small Business (SDVOSB), Veteran-Owned Small Business (VOSB), and a Small Disadvantaged Business (SDB). Vysnova holds a facility clearance at the Top-Secret level.