WORLDSERVICES
MEET YOUR PARTNER IN NEXT

OUR EXPERTISE

- Agile Process Implementation
- CIO Technical Advisory Support
- Cloud/Infrastructure Support
- Network Operations & Help Desk
- Enterprise Data Management
- Enterprise Architecture
- Portfolio Management Office (PMO)
- Development and Operations (DevOps)
- Software Development
- Strategic Planning & Development
- Systems Engineering
- Systems & Mobile Application
- CRM Integration
- Scanning & Digitization

OUR PROFILE

- Service-Disabled Veteran-Owned Small Business
- SBA 8(a) Certified Small Business
- 8(a) STARS III
- GSA Multiple Awards Schedule (MAS)
- FAA e-FAST Award

NAICS CODES

541511 517810 541512 518210 541513 541611
541519 541990 541330 519290 541211 541219

ABOUT US

From cloud services and software development to data management and network operations, World Services enables privately owned companies and federal agencies to reach their next objective.

That's what being your Partner in Next is all about.

As the government market demands an impossibly competitive edge, we are our customer's fierce advocate. As the federal sector modernizes legacy technology, augmented workforce, and supply networks, we serve as the digital transformation catalyst.

We provide qualified teams with niche expertise to deliver meaningful solutions and ambitious outcomes. World Services plans, designs, and engineers solutions for reliability, scalability, and sustained performance, enabling organizations to reach their next objective.

OUR CLIENTS

OUR AWARDS

- 2023 SBA Mid-Atlantic Region Small Business Prime Contractor of the Year
- Fast Company's 2023 Best Workplaces for Innovators, Small Business Category Top 10
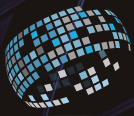- 2023 Inc. 5000 List of Fastest Growing Companies

CONTACT US

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Small Business Administration (SBA) Network Operations Center

- Provided Tiers 2&3 24/7/365 Network Operations Center Support Services for 16,000 users & 8,500 devices
- Created and maintained over 120 Knowledge-
- Base Articles in ServiceNow
- Provided Pandemic Surge Support for Tiers 1/2
- Spearheaded servers & application migration to the cloud
- Performed continuous Network monitoring and incident resolution harnessing SolarWinds, CommVault, Azure tools, and ServiceNow

Small Business Administration (SBA) Insight Enterprise Support Services

- Resolved 6.5 million cases, supporting 2.5 million small businesses through automation, resulting in $5 million+ FTE hourly salary cost saving
- Migrated millions of records from the Dynamics 365 database to Azure SQL databases
- Established a Data Literacy Program to train over 2,500 users
- Modernized SBA Advocacy and SBA Integrity legacy systems, using D365 and Power Apps
- Published Power BI reports for leadership and lenders to evaluate microloans' status & impact
- Leveraged Scaled Agile Framework (SAFe) and PMBoK methodologies

National Oceanic and Atmospheric Administration (NOAA) IT Operations & Maintenance Requirements

- Defined overarching approach and roadmap for developing, sequencing, and integrating a sustainable suite of enterprise business tools
- Guided data modeling and data management best practices and expansion of Power BI Data models
- Optimized extract, transform, and load (ETL) processes from data sources using Analysis Expressions (DAX), M, and Power Query

The Government National Mortgage Association (Ginnie Mae) Cost Benefit Analysis

- Completed complex Analysis of Alternatives (AoA) for Acquisition System
- Provided Data Visualizations utilizing tailored Power BI dashboards to visualize data points that represented matrix from research on Gap Analysis, AoA, & Cost Benefit Analysis
- Accepted results to utilize Power BI and Power Apps (Canvas App) to manage contract procurement

Department of Housing & Urban Development (HUD) System Engineering & Management Services

- Developed and maintained an IT Infrastructure Roadmap
- Performed System Engineering management, technical integration, design, & implementation
- Provided FedRAMP Security Asset Framework expertise to ensure HUD compliance with FedRAMP guidelines
- Migrated frontend and backend legacy systems, applications, and databases to Cloud solutions
- Performed Capacity management services for infrastructure resulted in 20% cost savings

Office of Personnel Management (OPM) Network Configuration & Automation Support Services

- Deployed automated zero-touch workstation deployment using MS Autopilot for remote device configuration for hybrid workforce
- Leveraged Infrastructure as Code to automate application development, reducing manual tasks
- Strengthened infrastructure security posture condensing the system's attack surface & safeguarding sensitive workforce records
- Developed Power Business Intelligence (BI) dashboards presenting visualized reports of cybersecurity scan data
- Deployed Azure Monitor as an Enterprise Monitoring/Alerting Tool

Federal Aviation Administration (FAA) Aviation Safety Knowledge Management Environment (ASKME)

- Conducted analysis of Aircraft Certifications (AIR) business & data process mapping to align organizational strategic goals
- Drafted mandatory Acquisition Management System (AMS) documents to support AIR's ASKME program planning & Joint Resources Council's decision points
- Leveraged JIRA to resolve work tickets & backlogs and apply bug fixes to each application environment

Department of Justice (DOJ) Agency Records Management Digitization

- Completed pilot scan of ROP folders, defining the process of converting existing paper cases to an electronic format
- Applied Agile & Scrum methodologies with iterative cycles which increased efficiency
- Established Standard Operating Procedures (SOPs) for the digitization process
- Provided metrics and data visualizations of the estimated level of effort to digitize approx. 35.8 million pages across 95,000 cases