

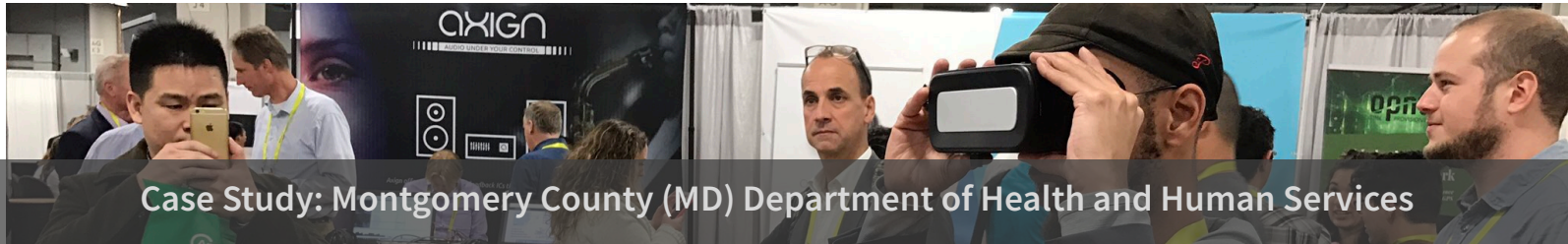


# Mindboard

Leading the curve in modernization of today's enterprises



MBE/DBE: CA, FL, GA, MA, MD, NY, OR, PA, SC, VA, VT  
NAICS: 541512, 541511, 541513, 541519, 541611, 541612, 541613  
PSC: D308, D399, R425, D302, D306, D301, D314, D310, R799, R699, R799, R703 R699, B524, R422



## Case Study: Montgomery County (MD) Department of Health and Human Services

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Established in 2011, Mindboard is an enterprise modernization firm specializing in assisting clients to improve their operations across corporate functional areas. Mindboard's technology strategy streamlines implementation through strategic assessments, risk analysis, engaging best practices in user experience, and leveraging focused technology product lines for the best outcomes.

### Client Profile

Some Mindboard clients would prefer that we speak about the work we have done, but not refer to them directly.

### Objective

Integration of 140 disparate processes across six program areas into an integrated, "no wrong door" process to enable current and future beneficiaries of Health and Human Services (HHS) to apply for and obtain services more efficiently while providing a single, integrated system of record for caseworkers. The objective of this project integrated DHHS services to:

- Enable Montgomery County citizens to obtain DHHS services through "No Wrong Door" approach
- Enable DHHS case workers and management to efficiently administer, manage and track services

### Background And Solution

Mindboard is spearheading design and implementation using Oracle/Siebel (Public Sector) platform. To provide full case information, the system integrates with both State systems and other County systems. Integration with the state systems use Web services, including middleware and a National Information Exchange Model (NIEM) structure for communication. The communication with other County systems (e.g., eHR) uses a master data structure implemented using Oracle Enterprise Data Quality (EDQ) tools.

Case outcomes, analytics, and reporting were performed using Oracle's Business Intelligence Enterprise Edition (OBIEE) and Oracle's Case Management Analytics package.

### Capabilities Utilized

#### Resource Management

Solutions Architecture; Project Management; ETL Development; Siebel Development; Network Engineering

#### Design, Integration, and Implementation

Interviews; System Analysis; Data Modeling; System Mapping; Case Outcomes; Analytics; Report Design and Generation