

Case Management

BroadPoint Federal is a leading integrator of case management solutions in the public sector. We have delivered and supported over 20 case management solutions for several government agencies to track, process, automate and audit functions related to Human Capital Management, Justice and Law Enforcement, and Financial Management. The functions include but are not limited to:

- Reasonable Accommodation
- Employee Relations
- Labor Relations
- Family and Medical Leave Act
- Background Investigations
- Alternate Dispute Resolution
- Loan Tracking and Auditing
- Parole Management

We are a preferred technology partner of Tyler Technologies, and utilize its popular case management platform, Entellitrak, for our solutions.

Entellitrak is a low-code platform based on the Java Enterprise Edition (Java EE) technology stack and FedRAMP-certified at the Federal Information Processing Standard (FIPS)-199 Moderate level, PaaS threshold.

Our staff comprising Project Managers, Developers, Business Analysts, QA Specialists and DBAs is highly experienced and holds Developer, Business Analyst and Administrator certifications on Entellitrak.

BroadPoint Federal has devised an innovative hybrid Agile implementation approach that is specifically tailored for case management implementations. It is based on the guidelines from BroadPoint Federal’s homegrown Project Management Methodology (BPMM), Capability Maturity Model Integration (CMMI) Level 3 and Information Technology Infrastructure (ITIL).

- i. System Definition: Traditional JAD methodology for business/requirements analysis
- ii. Sprints/Waves: Agile methodology for design, development, testing and deployment of solution
- iii. Project Oversight: Guiding principles from the Project Management Book of Knowledge (PMBOK) and prior subject matter experience for project governance.

BroadPoint Federal’s Credentials

- 20+ Case Management implementations
- Preferred Small Business Partner of Tyler Technologies
- Highly experienced staff with advanced degrees, PMP, CSM, Oracle and Microsoft certifications
- Adept in Agile and Waterfall methodologies
- Entellitrak-certified Developer, Business Analyst and Administrator Certifications
- Company and staff located in the Washington, DC metro area

Entellitrak

- Highly scalable, “low code” open architecture case management platform
- Light-weight accessible (508) web-based interface
- FedRAMP approved and 100% fully compliant with FISMA and NIST 800-53 requirements
- Runs on standard RDBMS (Oracle, SQL Server)
- Centralized data repository allows for easy tracking, searching, reporting, and analytics for end users
- 200+ successful case management deployments at Federal agencies

BroadPoint Federal’s Clients

- | | |
|-----------------|---------|
| • DOI/BIA | • USAID |
| • CFPB | • EPA |
| • DOJDOI | • HHS |
| • Dept. of Navy | • DOS |

In addition to serving as a prime contractor, we also offer staff augmentation services for case management implementations providing functional, development, database administration and quality control expertise.

[Learn More →](#)

Service Offerings

Full-Suite Project Implementation Services

These end-to-end services, spanning all phases of a Project Management Life Cycle (PMLC), are leveraged to implement and deploy new case management solutions from ground-up or major functional enhancements utilizing Entellitrak. The services may include but are not limited to configuration of user interface with relevant forms, data elements, business rules and security, and design and development of custom workflows, reports and interfaces to external systems. As part of this offering, BroadPoint also works with the client to perform data migration from legacy systems and imparts training to administrators and end-users. The following activities are included:

- Project Initiation
- Configuration and Customization
- Production Deployment (Go-Live)
- Business Analysis
- Data Migration
- Training (Admin & End-User)
- Design
- System Testing and UAT
- O&M Support

Ad-hoc Services

Clients can fine-tune, enhance or add to the functionality of their existing case management systems utilizing these services. They may include modification of existing or creation of new functional components such as forms, data objects, security roles, business rules, reports, system interfaces and saved searches.

- a. Modify and enhance existing customizations and configurations
- b. Develop and integrate new functionality and interfaces such as 3rd-party analytics and payroll systems

Software Installation Services

These services include installation of the Entellitrak software and associated modules in the cloud or on-premise at the agency data center. The installation includes the baseline software as well as configurations and customizations developed to address agency-specific requirements.

DevOps Services

BroadPoint Federal provides ongoing services to support, maintain and enhance the case management solutions. In addition to ensuring smooth operation via periodic optimization, troubleshooting and resolution of issues, new product patches and enhancements are implemented per a defined release schedule and system-wide upgrades are executed after a detailed impact and risk analysis. BroadPoint, through its partnership with Tyler Technology, serves as a one-stop shop, providing DevOps services and annual support subscription for the underlying technology platform to agencies such as CFPB.

Strategy and Planning Services

BroadPoint Federal provides consulting services to assist agencies in identifying their pain points and key business objectives through a series of discovery sessions with its stakeholders. The requirements are analyzed, products are researched, and recommendations provided on an appropriate solution to address those needs. The

recommendations are substantiated in many cases with proof-of-concept (PoC) and white papers to help the key stakeholders visualize their potential solution and plan appropriately from a business and funding standpoint.

Cloud Hosting Services

We offer very attractive and cost-effective options to our clients for hosting case management solutions in the cloud. The applications can be installed in a dedicated server or shared server configuration with Data at Rest encryption and Single Sign On (SSO) at a secure FedRAMP-certified data center managed by Tyler Technologies. These hosted environments are architected using security isolation and network segmentation principles in order to ensure that the environments are properly protected against unauthorized access and threat from adversaries who may strive to move laterally across the hosted systems and network segments.