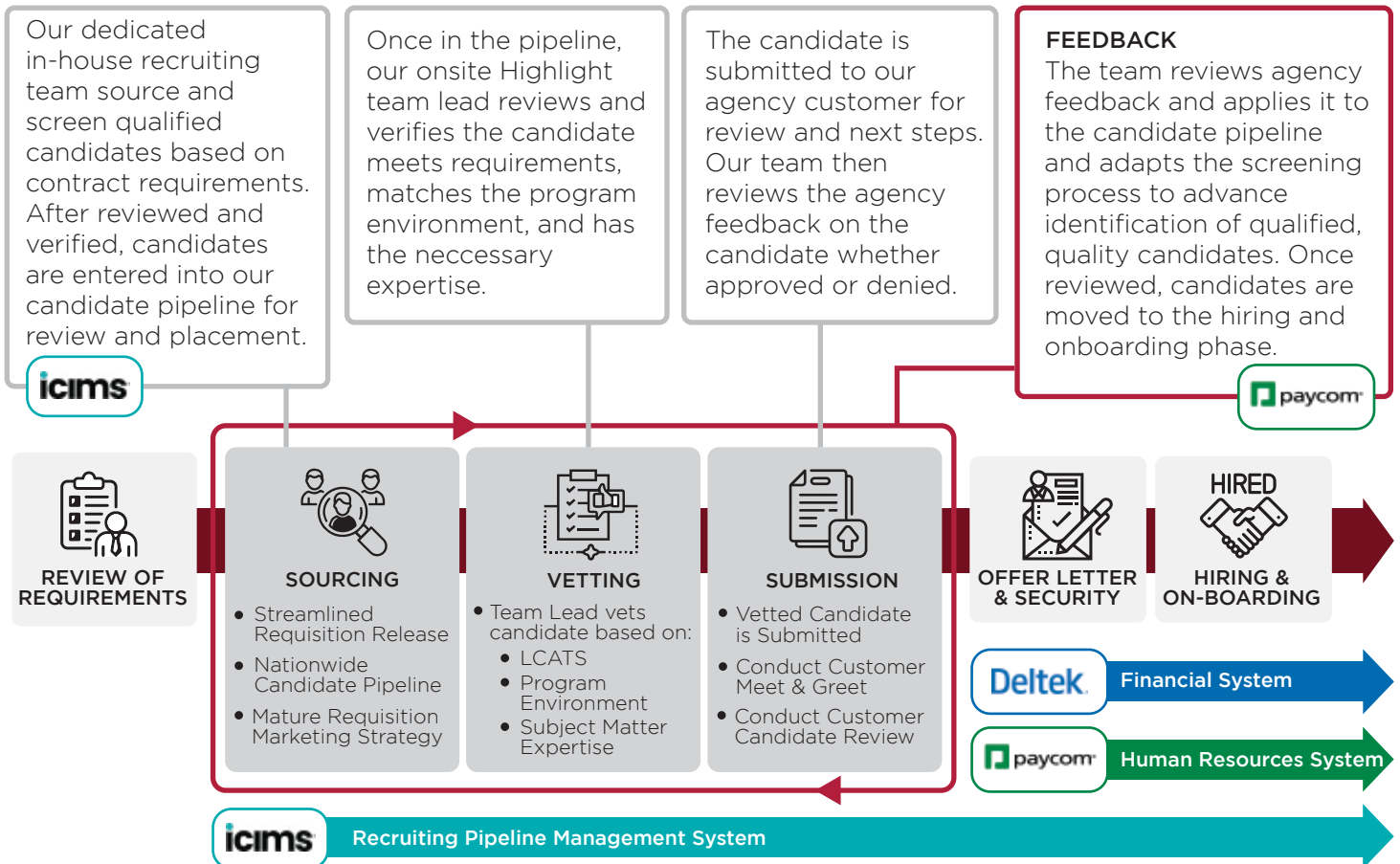# HIGHLIGHT™
Mission at Scale

When federal missions need to scale, Highlight's team leverages our established nationwide workforce, recruitment infrastructure, scalable operational procedures, and personnel workflows to expand scope and capability coverage to meet the mission needs. Team Highlight has the technical subject matter expertise paired with proven experience of executing and managing scaling programs to meet the needs of our customers.

Capability Areas

- Contact Center Support
- Grants Lifecycle Services
- Financial Management
- Strategic Communication
- Disaster Response
- Administrative Support
- Infrastructure as Cloud (IaC)
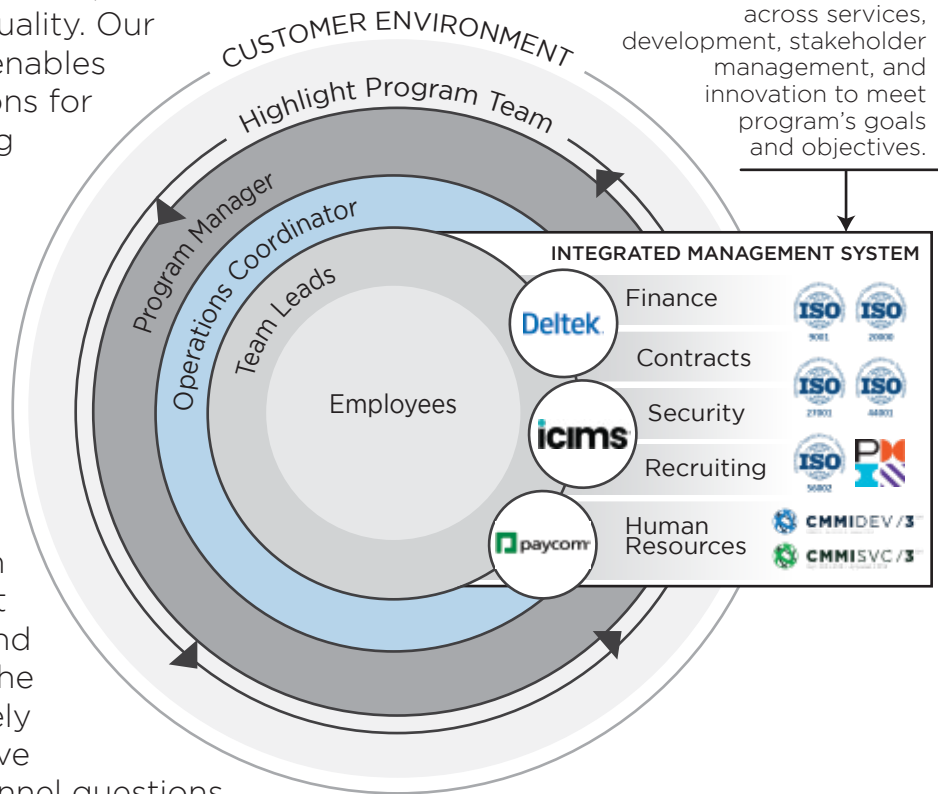- Software Asset Management (SAM)

Onboarding Management Workflow

One of the most significant obstacles to meeting mission objectives is identifying, connecting and retaining quality, knowledgeable candidates that meet position requirements, match the program environment and are onboarded in a timely manner. Highlight leverages an established, holistic staffing workflow to meet large-scale and surge support needs utilizing our experienced recruiters, operations coordinators, human resources team, and program managers to source, vet, and manage personnel with agile adoption of agency feedback and shifting contract requirements.

Our dedicated in-house recruiting team source and screen qualified candidates based on contract requirements. After reviewed and verified, candidates are entered into our candidate pipeline for review and placement.

icims

Once in the pipeline, our onsite Highlight team lead reviews and verifies the candidate meets requirements, matches the program environment, and has the neccessary expertise.

The candidate is submitted to our agency customer for review and next steps. Our team then reviews the agency feedback on the candidate whether approved or denied.

FEEDBACK
The team reviews agency feedback and applies it to the candidate pipeline and adapts the screening process to advance identification of qualified, quality candidates. Once reviewed, candidates are moved to the hiring and onboarding phase.

paycom

REVIEW OF REQUIREMENTS

SOURCING
- Streamlined Requisition Release
- Nationwide Candidate Pipeline
- Mature Requisition Marketing Strategy

VETTING
- Team Lead vets candidate based on:
  - LCATS
  - Program Environment
  - Subject Matter Expertise

SUBMISSION
- Vetted Candidate is Submitted
- Conduct Customer Meet & Greet
- Conduct Customer Candidate Review

OFFER LETTER & SECURITY

HIRED
HIRING & ON-BOARDING

Deltek → Financial System

paycom → Human Resources System

icims → Recruiting Pipeline Management System

CONTACT

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Integrated Management System

HI-WAY™
DELIVERY FRAMEWORK

Our service delivery framework tailors our seven best practice certifications across services, development, stakeholder management, and innovation to meet program's goals and objectives.

The critical challenge in managing large-scale programs is visibility into the personnel, performance, and maintenance quality. Our integrated management system enables 360 visibility of the daily operations for every management level by giving access to the essential software systems for financials, personnel, and performance to inform day-to-day operations decisions. Our operations coordinators are integral members of the system, acting as backups to our PMs and the liaison between our program management office and customers to ensure alignment. In addition, the system integrates with both the Highlight program management support and our HI-WAY service framework. The integration allows leadership timely access to critical resources to solve problems, answer program personnel questions, and give valuable real-time insight to our customers.

CUSTOMER ENVIRONMENT
Highlight Program Team
Program Manager
Operations Coordinator
Team Leads
Employees

INTEGRATED MANAGEMENT SYSTEM
Deltek — Finance
Contracts
icims — Security
Recruiting
paycom — Human Resources

ISO 9001 / ISO 20000 / ISO 27001 / ISO 44001 / ISO 56002 / PMI
CMMIDEV/3 / CMMISVC/3

In addition to streamlined operations, the integrated management structure ensures security, leverages technology, and drives timely reporting to our customers.

Security

Every agency environment has unique requirements and processes to secure data and operations. Our security team aligns the program security posture throughout the life of the program to align with the specific agency needs or changes.

Decision Intelligence

Data is essential in enabling leadership to make daily and future planning decisions. Our team customizes platforms like Tableau, PowerBI, and others to put impactful reporting and dashboards in decision-makers hands.

+tableau
from Salesforce

Power BI

Reporting

Agency customers need timely access to data, statuses, and trends. Highlight develops reporting across three essential areas to provide timely reporting, meet Ad Hoc requests, and enable quick decision-making for our customers.

Staffing
- ✔ Open Positions
- ✔ In-Progress Positions
- ✔ Active or Filled Positions
- ✔ LCAT Statuses

Contracts
- ✔ Contractor Tracking *For Both Prime & SubKs*
- ✔ Software & Platform Contracts

Financials
- ✔ CLIN Levels
- ✔ Ability to Hire/Scale
- ✔ Contract Actuals
- ✔ LCAT Statuses

CONTACT

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