

Mission at Scale

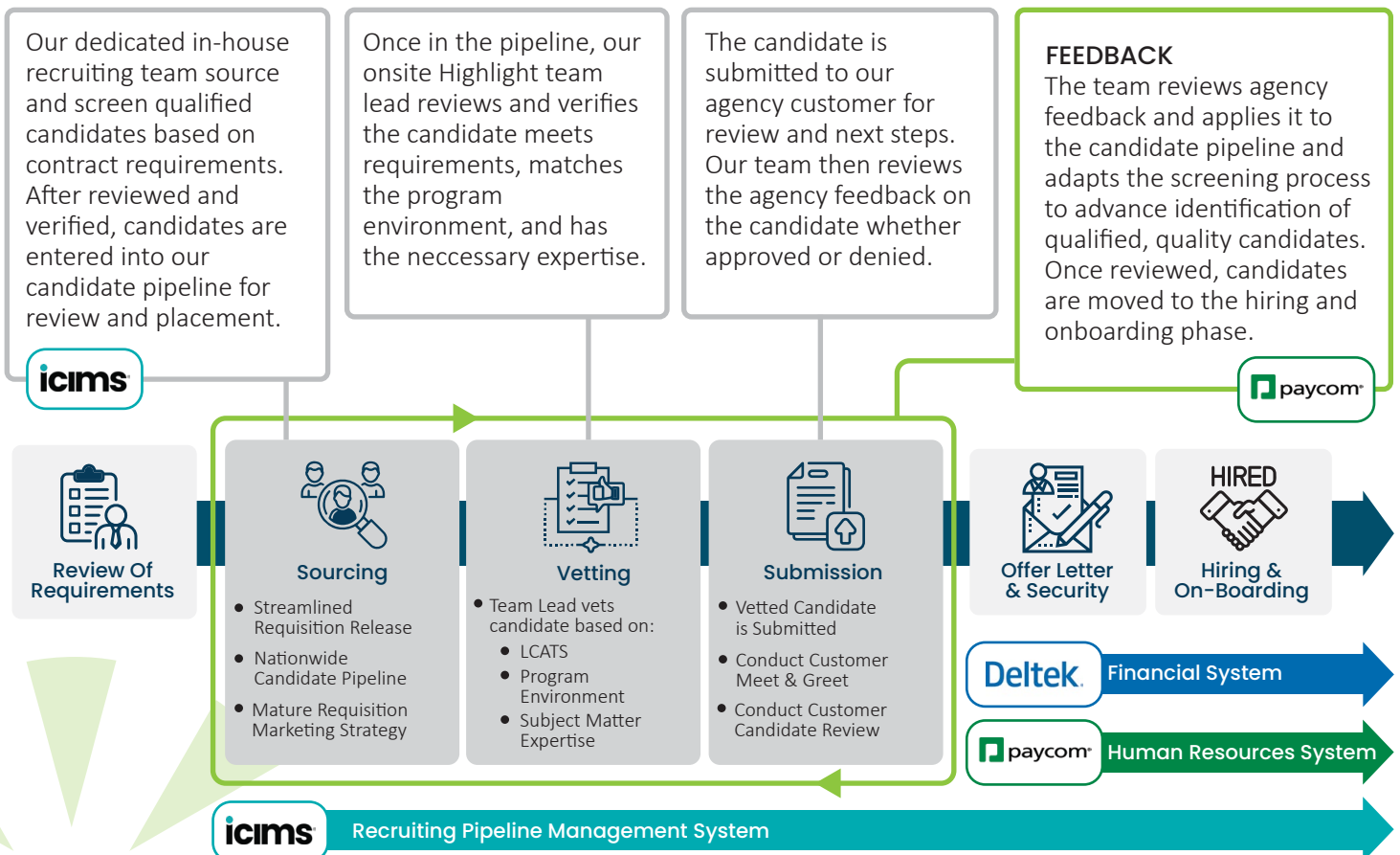
When federal missions need to scale, Highlight's team leverages our established nationwide workforce, recruitment infrastructure, scalable operational procedures, and personnel workflows to expand scope and capability coverage to meet the mission needs. Team Highlight has the technical subject matter 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)

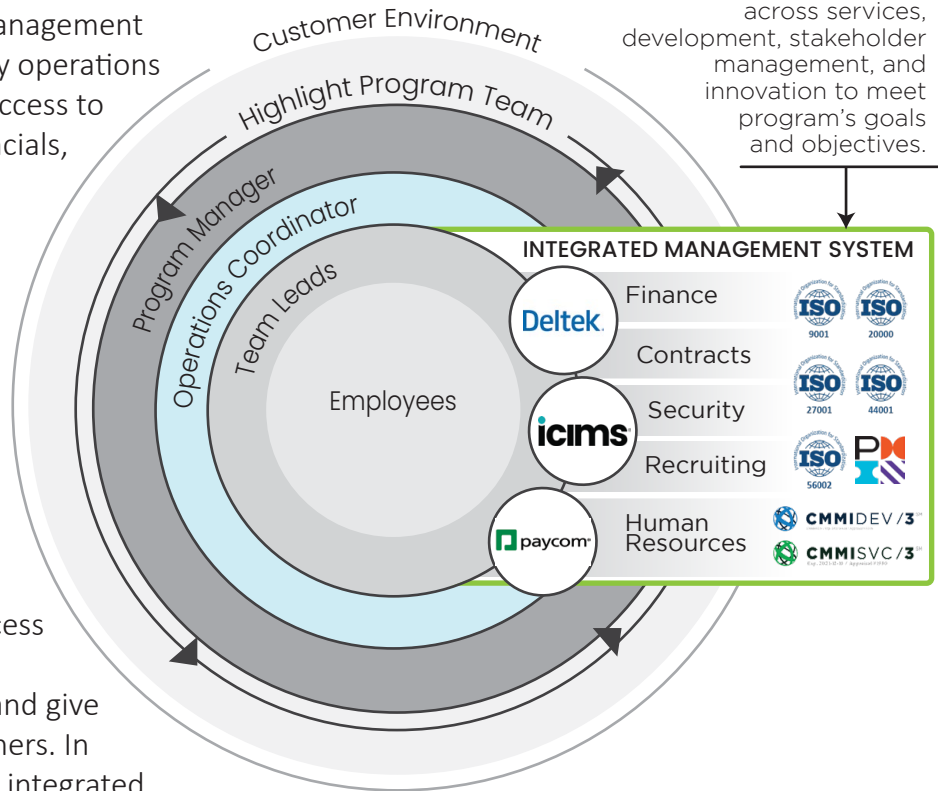
Onboarding Management Workflow

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 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. 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.

Technology

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.



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

SBA Natural Disaster Loans & CARES Act

Rapidly Scaling Federal Financial Services

The Customer Challenge

During the pandemic, there was a need to quickly ramp up staff for multiple CARES Act programs while actively supporting disaster relief efforts within the Agency. Our team was tasked with providing resources during the global pandemic.

The Highlight Difference

Our team provided quality lending, administrative and information technology professionals in rapid surge timeframes. Our HI-WAY delivery framework enabled us to deliver quality services throughout the pandemic while supporting our disaster loan portfolio.

By the Numbers

6600

Total Candidates Submitted across **all** task orders.

<7

Days to Submission across all LCATS

3300

Total Active Staff across **all** task orders.

48 States Nationwide

4 Timezones leads for each area

Onsite, Hybrid & Remote

<20%

Voluntary Turnover

5.5%

Days to Submission across all LCATS

29+

Exceptional CPARS

for All of our surge task orders including for quality and management including TOs range from 161 FTEs (EIDL) to 1000+ (TO2).

Financial Solutions Across the Enterprise

SBA Data Analytics System

Led development and launch of Power BI throughout multiple OCA Service Centers allowing for greater lending data transparency and reporting for SBA leadership.

Created a suite of reports for use by executives in LTrack.

We merged legacy and new databases into one, normalized table for easy reporting both in Power BI and Excel.

Supported SBA Office of Credit Risk Management (OCRM)

Our experienced Financial Analysts utilize PARRiS (Portfolio Performance, Asset Management, Regulatory Compliance, Risk Management, Special Items) score methodology to complete risk based assessments for multiple loan portfolios including 7a and 504 with the overall goal of mitigating risk to the Agency.

TOPS Treasury Offset Program Services & Fraud Detection

Our team supports the liquidation and document retrieval for thousands of 7a, 504, and Disaster loan files, streamlining the process with Treasury with the overarching goal of returning loans to regular servicing, while providing cost saving solutions to both Agencies.