

SUCCESS TAKES TEAMWORK.

At WMI, we are committed to transforming the way you do business.



TECHNOLOGY & DIGITAL SERVICES

Enterprise Software Solutions
Web Design & Development
BI & Analytics
UX/UI Design
Cloud Services



PROCESS DESIGN & STRATEGY

Budget Management
Program/Product Launch
Strategic Planning
Efficiency Analysis



BUSINESS PROCESS MANAGEMENT

Performance Reporting
Full-Service Operations Management
Controls & Compliance
Multilingual Support



PROGRAM MANAGEMENT & STAFFING

Content Development
Program/Project Management
Onboarding & Training
Event Management

WHO: WMI was founded on the premise that collaboration is the key to success. Over the past 15 years, we have built a global operations and technology consulting firm that centers people at the heart of every business process and strategic decision.

WHAT: Our practice draws upon a wide range of expertise in four key service areas: **Technology & Digital Services, Process Design & Strategy, Business Process Management, and Program & Project Management.**

Combining our experienced, professional and savvy problem solvers with our custom digital solutions, we can tailor operations management and technology solutions to meet the unique needs of any business.

HOW: We pride ourselves on a human(e) approach to business by leveraging technology and workflow-management tools that allows individuals, teams, and companies to focus energy on activities that matter most.

WHY: We offer every client a commitment to excellence, insight, diversity, and collaboration, building trusting partnerships that last.

CERTIFICATIONS & ACHIEVEMENTS

- Minority Owned Business
- Microsoft Certified Partner
- Microsoft Preferred Supplier
Role Based Managed Outsourcer
- Microsoft Technical Certifications
MCPS | MCNPS | MCTS | MCPOFF | MCSE1 | MCSA1 | MCSAM | MCSEM | MS | MCSD1 | MCAD
- Certified ScrumMasters



WHAT MAKES US DIFFERENT?

We work with you to deliver the very best.

OVER FIFTEEN YEARS OF EXPERIENCE

WMI has been in business since 2002. We've successfully executed thousands of projects and worked with numerous clients, from best-in-class global enterprises to emerging start-ups.

ABILITY TO WORK COST-EFFECTIVELY

Our focus on methodology and best practices ensures deliverables that are correct the first time, requiring minimal rework. This, in effect, means lower cost to our clients. Additionally, we consistently strive to drive efficiencies - through processes, people, and tools/technology - to deliver projects on budget and on schedule.

EFFICIENCY IN MANAGING THE ENGAGEMENT

Engagements are overseen by a senior WMI Client Manager. The Client Manager is responsible for the overall project plan, schedule, staffing, and quality of deliverables. We are passionate about ownership and accountability, requiring minimal project management from our clients.

DEPTH AND BREADTH OF SKILL SETS

The WMI team is composed of a unique blend of talented professionals, including software developers, user experience experts, program managers, procurement specialists, and many more. The result is a thorough approach to each project, ensuring that every aspect is addressed by people trained and experienced in that domain.

RELIABILITY AND CUSTOMER SERVICE

WMI is a committed, customer-focused partner dedicated to helping our clients succeed. We support a variety of service levels, guaranteeing a response time of four hours for critical requests and no more than two business days for standard inquiries. Our engagement model has the flexibility required to ensure that your needs and priorities are addressed.

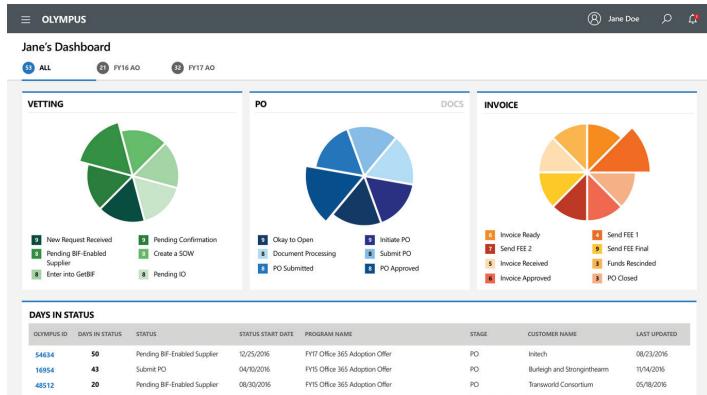


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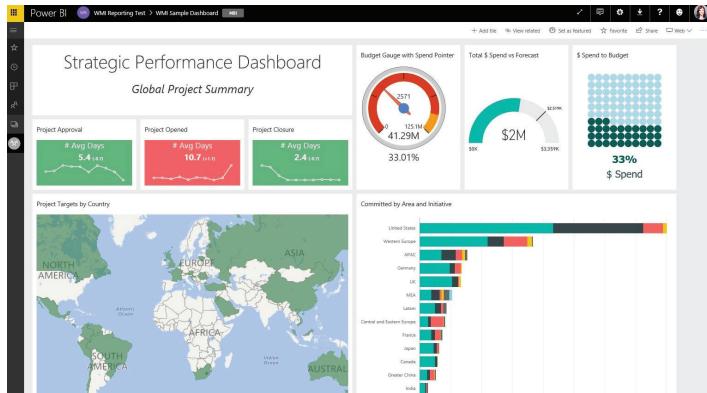
CASE STUDIES



CHALLENGE: The WMI Operations team manages thousands of requests for our client's business incentive funds, using data from several disparate sources and tools. To support our client's success, the Business Investment Funds specialists required a tool to centralize client data, append WMI task-owner data, and execute a complex end-to-end workflow. The original client-provided procedures involved multiple offline spreadsheets and significant manual processing time.

SOLUTION: WMI proactively implemented a custom .NET application based on SQL Server and the Entity Modeling Framework. Utilizing customized data tables and stars via our customer Data Warehouse, we aggregated and streamlined multiple internal and client data sources, automated task workflow for a geographically dispersed support staff, and enabled robust business intelligence and Service-Level Agreement (SLA) reporting. Through this custom tool, WMI successfully delivered a robust, scalable solution that shortened processing time and reduced costs while significantly increasing productivity.

THE 'WOW' FACTOR: Our software solution modernized an outdated and fragmented process that had been in place for five+ years, pulling all the disparate processes, tools, data sets, and people into a unified and fully transparent system.



CHALLENGE: Our client lacked insight into company key performance indicators (KPIs) for multiple departments and multiple workstreams. Reporting accurate data across teams was limited to static, refreshable excel spreadsheets that did not provide reliable, real-time data.

SOLUTION: WMI created a customized business intelligence report via Microsoft Power BI. Our reporting and data visualizations highlight mission-critical metrics and KPIs derived from multiple business operations and data sources. We provided customized dashboards displaying KPIs from budget, spend and investment efficacy information to policy and compliance adherence metrics.

THE 'WOW' FACTOR: With these real-time key business insights, our client can now rely on these executive-ready views to report status and inform key business decisions.

END TO END OPERATIONS MANAGEMENT TOOL

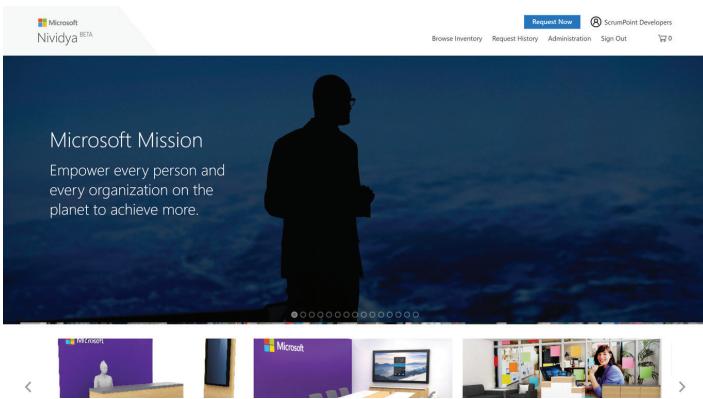
CLIENT: Internal

SERVICES: Full Services Operations Management, Enterprise Software Development, Database Development/Maintenance, Efficiency Analysis, Cloud Services

BUSINESS INTELLIGENCE AND REPORTING

CLIENT: A Fortune Global 500 Software Company

SERVICES: Business Intelligence and Analytics, Performance Reporting, Controls and Compliance, Budget Management, Cloud Services



ASSET MANAGEMENT CATALOG

CLIENT: A Fortune Global 500 Software Company

SERVICES: Strategic Planning, Event Management, Web Design and Development, User Experience & User Interface Design, Cloud Services

CHALLENGE: Our client was challenged with managing global, Tier 1, high-visibility tech industry tradeshows, using multiple offline spreadsheets to track event equipment and costs. This process provided limited views of real-time costs versus budgets, caused delays in aggregate reporting, reduced transparency to cross-org teams, and caused equipment losses and booking errors. These factors contributed to inflated event-management costs.

SOLUTION: Working closely with many key client stakeholders to document current processes and develop a comprehensive Business Requirements Document (BRD), WMI developed a custom global event marketing asset management system. Users are now able to view a catalog of individual event items or prepared event "packages" - including logoed event graphics, booth furniture and more - and can simply select "add to cart." This information is recorded and stored in an interactive portal, where budget managers and event teams can track and manage equipment distribution in real-time.

THE 'WOW' FACTOR: Our client realized an immediate cost savings and increased efficiency; while increasing Event Organizer satisfaction. Now, ordering equipment and tracking related costs is done with 'online purchase' ease.



TUTORIAL ANIMATIONS

CLIENT: A Fortune Global 500 Software Company

SERVICES: Onboarding and Training, Content Development, Graphic Design, Video and Photography Production, Cloud Services

CHALLENGE: Our client hosted a high-traffic website that required their Managers complete a number of mandatory certifications. Because of the site's complexity and existing ineffective 'help' content, few managers successfully completed the necessary work.

SOLUTION: WMI created animated, interactive tutorials that successfully guide users through certification content. By breaking down the content into 'modules' and then applying a tutorial for each module, users are guided through the required tasks easily and in order. WMI also implemented a list of multiple choice questions at the end of each module to test users 'as they go'. These module quiz scores are displayed in real-time and Users can then confirm they have passed each section through to full certification.

THE 'WOW' FACTOR: WMI's animation integrates interactive quiz content to test user knowledge and grant certification 'real-time'. This is a much more effective, efficient and timely way to ensure their Managers are certified.