

CAPABILITY STATEMENT



AUTHENTICITY | DECISIVENESS | EMPOWERMENT | SPIRIT | OWNERSHIP

ABOUT IBILITY

Established in 2020 and headquartered in the Washington, D.C. metropolitan area, Ibility LLC is a Service-Disabled Veteran-Owned Small Business (SDVOSB), Women-Owned Small Business (WOSB) founded by two friends who met during the implementation of a highly visible modernization initiative. One is a feisty combat medic with valuable experience cultivating and spreading innovation throughout her federal career and the other is a grisly public sector veteran with a reputation for successfully leading large digital transformation programs. Ibility is your one-stop shop for comprehensive health care modernization design and implementation. By keeping our finger on the pulse of trends sweeping the industry, we translate knowledge into action for our clients. Ibility is organized into three unique and exciting divisions - Health, Digital Transformation, and Design. Our divisions complement each other to give us a true 360-view of the healthcare industry at large. We embrace human-centered design in every interaction and are wildly impassioned by technology and its endless applications within healthcare. Let us help you reimagine your processes and challenge the status quo to improve healthcare outcomes for the good of all.

CORE COMPETENCIES

Ibility transforms health care through the unique products and services offered across each of our divisions - Health, Digital Transformation, and Design. Our Core Competencies are the thread that seamlessly connects each division to create a foundation of excellence, which include the following:

- Enterprise Implementation
- Strategic Communication
- Competitive Prototyping
- Creative Marketing
- Strategy Consulting
- New Models of Care

CODES

NAICS: 541430, 541490,
541511, 541512, 541519,
541611, 541613, 541618,
541690, 541720,
541820, 541910, 541990
DUNS: 117704406
CAGE: 8RPA7



OUR UNIQUENESS

We easily build trust and rapport and are able to relate to customers at all levels of the organization, bringing empathy to each interaction.

We are solution agnostic having experience with many leading cloud/SaaS/PaaS platforms (Appian, Amazon Web Services, IBM, Microsoft, Pega, Salesforce).

We built a custom digital solution leveraging a leading CRM tool that effectively manages challenge competitions, provides transparency, and produces superior analytic reports.

We recruit Veterans and military spouses to become part of the Ibility family.

We expand your network by bringing in our own innovation community of diverse professionals who are eager to collaborate.



OUR DIVISIONS

Our subject matter experts have their capes on, ready to swoop in and slay your out-of-date processes with swords of innovation. Using their super sense of imagination and the power of technology, we are the hero you need to improve health care. Our divisions have a central goal of helping rethink, shape, and improve the healthcare industry through innovation and technology. Ibility's motivation is to help our clients move forward, not always by taking steps down the road they are already on, but sometimes forging an entirely new path.

IBILITY HEALTH

Ibility is passionate about helping our clients fulfill their innovation and modernization goals. We focus on mission, desired outcomes, and the end-user experience to develop and implement scalable solutions.

We do this through these services:

- Clinical Staffing
- Healthcare Strategy
- Product Development and Testing
- New Models of Care
- Medical Billing and Payment Transformation

IBILITY DIGITAL TRANSFORMATION

Ibility knows it is better to challenge the status quo than stick to it. We seamlessly integrate technology throughout our client's business, fundamentally improving how services are delivered to patients and other healthcare stakeholders. We partner with leading technology product companies and system integrators to develop or configure the right solution to meet our client's needs. We swoop in and provide human-centered design and up front end-user engagement, strategic communication throughout, and manage training and change management operations on the back-end to ensure seamless process integration and effortless adoption. Once we have successfully implemented a new product, our team of data analysts measure the success and efficacy of the solution and offer valuable insight into further development and/or enterprise scalability.

IBILITY DESIGN

Ibility helps clients to manage and outpace industry change by improving clinic space and operational workflow. We help clients to modify existing facilities by updating infrastructure to support new technology, redesigning space to maximize clinical efficiency and patient satisfaction, or supporting construction efforts to build new facilities that meet future needs. We are at the tip of the healthcare spear, enabling us to anticipate new trends and make relevant recommendations to our clients, resulting in highly successful activations.

We do this through these services:

- New Construction
- Remodeling
- Redesign
- Infrastructure Upgrades

OUR WORK

Robots with Benefits Competitive Prototyping

The Department of Veterans Affairs (VA) operates the largest integrated health care system in the United States, with over 9.2 million enrolled Veterans, and provides disability compensation benefits to nearly 6.0 million Veterans and compensation benefits to over 357,000 Veterans and their survivors. Unfortunately, as large as the VA is, many systems are old and outdated, resulting in endless hours of additional administrative work for VA employees. Ibility partnered with UiPath, a leading Robotic Process Automation (RPA) platform to introduce the power of automation to improve the efficiency of several VA processes.

In two short months (including identifying use cases, end-users, judges, and keynote speakers, executing a communication plan, configuring testing environments with dummy data, and finally demonstrating working bots) the Robots with Benefits Competitive Prototyping produced four incredible working bots! Our competition identified tens of millions of dollars in savings, allowed VA to repurpose or reassign employees to more important work, improved satisfaction, and gained substantial interest across the organization. In the end, the greatest benefits realized as a result of this competition are improved quality of care and services for our Veterans.

Ibility is Accelerating the Claims Process by Harnessing the Power of Data

The Veterans Benefits Administration (VBA) staff of 27,000 employees provides essential benefits and services to over 5.2 million Servicemembers, Veterans, and their families. That is no small feat, especially when obstacles are in your way. Trying to sort through over 609,000 claims currently pending and over 256,000 claims stuck in the backlog is challenging enough for the understaffed agency without the unexpected results of the pandemic and new legislation pushing them back further.

Enter Ibility. Ibility, as part of the IBM/Aptive Resources Team, was keenly focused on harnessing the power of data to inform our design, build, test, and improve activities. The project required Transcription/Quality Assurance (Testing) services to support improvement to the quality of processing as new enhancements are continually added to the platform. As a result, Ibility employed an agile operating model and identified a backlog of enhancements that would support the continued improvement of the current Mail Automation scope. In short, helping Veterans and their families get the resources they need faster to ensure a thriving life post-service.

Accelerating Technology and Innovation by supporting the New VA Innovation Unit

Creating a cohesive vision for a new project is challenging, especially when you are standing at square one and the end's not near. That is where Ibility experts came into play. We rolled up our sleeves to support VA innovation visionaries to design and communicate the goals of a brand new innovation program through the VA Office of Information and Technology called the VA Innovation Unit (VA IU). Ibility is supporting a range of communication efforts including crafting a mission, vision, and values, creating content for a new website, preparing VA executives for interviews and speaking engagements, and preparing internal and external communication to educate all stakeholders on the value and scope of VA IU. We are working hard to nurture this new program and are excited to watch it grow and blossom into a success.