

# Operations & Program Management

## ABOUT WIDELITY

Widality is a professional services and business consulting company that provides a full spectrum of services to its clients.

## OUR COMMITMENT

Our customers come first, as we are focused on delivering value and quality service to our customers in the design and deployment of technologies that meet the needs and requirements of today's changing business environment. We pride ourselves in designing solutions that not only support today's demands, but that also accommodate future demands as our customers grow their business.

## Operational Consulting, Project & Program Management, and Business Advisory Services, and Change Management



### When Execution Matters Most

Whether it's standing up a call center, managing the launch of a product or service, performing a quality study, or creating a plan for growing and scaling a new business unit, Widality has the personnel to execute on your organization's vision. We work closely with our clients to identify the optimal intersection of cost, time, resources, and scope.

Widality understands that complex business challenges require professionals who have navigated difficult environments, successfully overcome obstacles, and delivered against the odds. That's why we provide our clients piece of mind knowing that our staff have the deep experience and industry knowledge to perform when it counts.

### OPERATIONAL COMPETENCIES

- Sales operations and program support
- Project and program management
- Order fulfillment and quote-to-cash process
- Technical support, dispatch, and inbound customer care
- Business improvement and process re-engineering
- Systems analysis, planning, and integration
- Contract and vendor relationship management
- Reporting, forecasting, and analysis of business metrics
- Organizational change management
- Executive presentation creation and presentation/delivery



NETWORK DESIGN

SERVICE MANAGEMENT AND OPERATIONS

BUSINESS CONSULTING



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WWW.WIDELITY.COM

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## Widely solves problems.

### WIDELITY OVERVIEW

Widely proudly serves clients in the following industries:

Telecommunications

Wireless

Infrastructure

Operations

HealthCare

Energy

Information Technology

Aerospace

Federal Government

### GSA MOBIS SCHEDULE

GS-10F-0283X

SIN 874-1: Consulting Services

SIN 874-4: Training Services

SIN 874-7: Project Management Services

### SCHEDULE 70

GS-35F-243AA

SIN 132-53: Cellular and Other

Wireless Telecommunications

### SERVICES & SOLUTIONS

Project & Program Management

Design & Engineering Services

Deployment & Integration Services

IT Consulting Services

Logistics Services

Due Diligence

Finance Management

Business Development Services

In-Building Wireless Services

Wireless Services

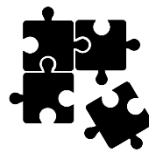
Managed Services

Sourcing Solutions

Government Services

Cloud Migration

- One of our clients struggled to quickly move revenue from a forecast to actualized income. And once contracts were signed, fulfilling orders for goods and services was a confused and encumbered process. Widely determined solutions to alleviate pressure in the pre-sales process, streamline order-entry, develop improved staff training, and produce metrics which allowed managers to monitor and increase productivity. As a result, our client's revenue realization was improved by weeks, and even months with some products.
- A carrier client needed to redesign their network construction project accounting systems and practices. Widely analyzed the requisitioning, approval, and reporting processes associated with capital spending and developed requirements to improve the tools and workflow, providing the additional component of project management to take ownership of the financial control functions. The result for the client was the ability to provide much more accurate site-by-site reporting on network deployment projects in half the time.
- Widely worked with a telecommunications company to audit its leased circuits to ensure that each was active, in use, and being billed through to a customer, flagging others as either internal or identified for possible disconnect. Having developed reconciliation requirements and reporting methods, our team located active circuits, identified corresponding circuits in the company's provisioning systems, validated the records against billing system data, and created audit records. Widely not only worked with its client, but also the client customers, yielding substantial cost recovery and even locating additional revenue by uncovering active unbilled circuits and identifying new sales opportunities with end users.



### WE SERVE

- Telecommunications
- Healthcare
- Information Technology
- Wireless & Satellite
- Construction
- Software Development
- Manufacturing
- Consulting
- Engineering
- Government
- Finance
- Aerospace
- Not-for-profit
- Energy
- Media

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