Capability Statement

Shiva Information Technology Services, Inc., founded in 1998, has demonstrated a commitment to client satisfaction. With a proven record of delivering innovative solutions on time and under budget, Shiva has been recognized for consistently exceeding expectations. Exceptional performance, and a signature project management and quality control process is the basis of our enduring relationships with our clients.

Core Competencies

- **Application Service**
  Application Development for building, customizing, and integrating solutions, Application Maintenance for Web based & Legacy systems, Application Reengineering, Mobile Application, Application Security, Quality Assurance Management, Configuration Management, Content Management, SharePoint Portals, Web usability & design (sections 504 and 508)

- **Database Development, Data Warehousing, Business Intelligence and Reporting**
  Database Design & Development, Data Management, Data Analysis, Data Quality Management, Data Conversion, Data Mining, Data Modeling, Designing of data warehouse sources, Metadata Management, Development of Business Intelligence (BI) dimension models, Development of custom reports using various BI reporting tools

- **CRM**
  Siebel CRM Application Suite, SalesForce, Organizational Expertise (change management, training), CRM implementation expertise (development & deployment frameworks, tools, templates), CRM delivery expertise (solution centers), business expertise (business process design)

- **Infrastructure Support and System Administration**
  Network Engineering and Administration, SharePoint, Citrix , Database and Storage Area Network Administration, Virtualization, Facility Management and Support Services, Security Services, Disaster Recovery, Voice and Data Administration, Desktop Support Services
  Business Support
  Process Management, Business Process Reengineering, Risk Assessment, Testing Support, IV&V, Technology Consulting ,User Training, Help Desk Support, Documentation Support

Profile

DUNS 029879850

Woman Owned Small Business SDB

CMMI DEV/3℠
Exp. 2018-05-01 / Appraisal #24297

GSA 8(a) Stars II

GSA Schedule 70 Contract Holder

eFAST

SeaPort-e

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Our Work

- HUD Infrastructure Technology Services
- HUD Policy Development & Research
- NARA - NISP, ARCIS, HMS and ISE
- HUD Next Generation Management System (NGMS)
- NGMS Affordable Housing Data Architecture (AHDA)
- HUD Technical Assistance Center (TAC)
- HUD Inventory Management System
- HUD Physical Assessment Subsystem (PASS) Business Support
- HUD PIH Program Office Support
- HUD Upfront Income Verification (UIV)
- SBA Database Systems Administration
- North West Federal Credit Union (NWFCU)
- American Spine Center (ASC)

Why SHIVA?

- Deliver tangible business results to the clients to profit from the advanced use of technology and extensive IT experience we possess
- Proven Track Record for Delivering Innovative IT Solutions On-Time and within Budget on federal and commercial projects
- Apply CMMI Level 3 Compliant Processes, ITIL standards and PMI best practices
- Recognized for Quality delivery , Cost effective solutions and Customer centric
- Exceptional Past Performance and continuous process improvement to exceed performance expectations
- Our employees make an absolute commitment to excellence in our contract performance and products