



www.durabante.com



## Who We Are

DuraBante is a Service-Disabled Veteran-Owned Small Business (SDVOSB) with specialties in training, professional support services, and cybersecurity compliance consulting. What sets our team apart is the ability to provide end-to-end support that leads to measurable success in training effectiveness, process efficiency, and change acceptance.

## Core Competencies

### Training

- Human-centered instructional design
- LMS developmental operations
- Healthcare contact center training
- Instructional systems design
- Curriculum design
- Security awareness training

### Professional, Administrative, and Management Support Services

- Program management
- Project management
- Technical writing
- Procedure writing
- Program evaluation, review, & development
- Web application development
- Change management
- Continuous process improvement

### Cybersecurity Compliance Consulting

- NERC-CIP program development
- Procedure review and development
- Comprehensive security policy reviews
- Audit preparation
- Risk assessments

## Differentiators

- Comprehensive, full-scale training support from ideation to implementation –and at every step in between
- Proven ability to implement process changes with demonstrable improvement in KPIs
- Repeated success addressing policy, training, and cultural barriers to secure team alignment and project success
- Reliable track record in helping clients successfully meet compliance standards through analysis, testing, and solution implementation

## Certifications

- PMI: PMP
- Lean Six Sigma Green Belt, Black Belt, Master Black Belt
- Prosci: Certified Change Management
- PPA: Procedure Writer
- Agile SCRUM

## Customer Engagement:



### NAICS CODES

541611, 541618,  
541990, 611430

### Contract Vehicles

VECTOR- SG3 (Prime);  
IHT1.0; PMSS (Sub)

### UEI NUMBER

H4GJM11ML995

### CAGE CODE

54RA1

ALICIA HINDS | Vice President of Growth

☎ 888-678-2694 x 706 | ✉ bd@durabante.com

# Past Performance Highlights



## Contact Center Training and Content

DuraBante provided training and content development services, including creating in-person and virtual trainings, eLearning modules, Train-the-Trainer lessons, and call center scripts for Medicare and Marketplace healthcare.



## DEAN SimLEARN Learning Management System (LMS)

Through client engagement and project vigilance, DuraBante provided technical support, business testing, release management, and implementation support for SimLEARN's LMS. We ensured efficacy, efficiency, and sustainability through a combination of project management and agile techniques.



## Unifier Enterprise Application Change Management

DuraBante provided change management for a new, enterprise-wide application used to manage capital projects and provide transparency. Our team increased alignment and adoption by hearing and getting in front of potential concerns through open communication channels and engagement tasks and events.



## Veterans Opportunity to Work Act/Veterans Employment Initiative (VOW/VEI)

DuraBante's team provided programmatic support including training refinement; training roll-out design, implementation, delivery, and analysis; program management; and program operations, to include planning implementation and execution throughout the period of this order.



## State Army National Guard Commanding General Staff Recruiting and Retention

DuraBante facilitated an Accelerated Change Event to develop a strategy for recruiting and retention. This strategy addressed policy, training, and cultural barriers and resulted in their national ranking moving from the lowest in the country to the top third in under a year.



## State Health Consulting Security Specialist

Our team provided oversight, communication, and operations support for the vulnerability management system. We analyzed, tested, and provided audit reports and recommendations for the organization's cyber defense policies and configurations for compliance with current cybersecurity standards and regulations.



## ERISA Filing Acceptance System (EFAST)

DuraBante's team supported testing, processing, data distribution, and archiving of Form 5500 Series employee benefit plan filings. We reduced the overall testing timeline by roughly one week.



## Integrated Disability Evaluation System (IDES)

Our work reduced the reporting cycle from over 10 business days to under 4 (a 60% reduction). We accomplished this by eliminating process constraints and automating parts of the process. This reduced the average days to complete processing from over 400 days to under their 295-day goal (a 36% reduction).