

Who We Are

Customer Value Partners (CVP) is an award-winning business and IT consultancy that collaborates with Fortune 500 and public sector clients to accelerate their business performance. We employ Voice-of-Customer based methods to solve performance challenges in the areas of Customer Life-Cycle Management, IT Functional Effectiveness, and Program Performance Management. Based in Fairfax, VA, with operations in Atlanta, Baltimore, Boston, Jackson, MS, New York and San Diego, our seasoned professionals deliver practical, experienced-based solutions to our clients' strategic, operational, and technological challenges. Our consultants average more than 15 years of experience, with strong subject matter expertise in CIO solutions.

CIO SOLUTIONS				
STRATEGY	Portfolio Management	Business – IT Alignment	Governance	Strategic Evolution Planning
Enterprise Architecture	EXECUTION	Program Management	IT Service Desk Optimization	Reporting and Analytics
Quality Assurance	Information Security Assurance	TECHNOLOGY	Data Warehousing	SOA / Web 2.0

PAST PERFORMANCE	
Client	CVP Results
USDA FSIS	<ul style="list-style-type: none"> CVP was contracted by the USDA FSIS CTO to provide full operational activity and planning support for: (1) development and maturation of formal technology planning, strategy, and governance processes, procedures, and policies; (2) development and implementation of technical architecture and design standards; (3) advisory support regarding technical direction and integration of technology with agency directives. CVP provides technical support implementing system enhancements to the Non Routine Incident Management System (NRIMS) CVP is developing and implementing an Information System Security Plan (ISSP)
MDA IT Support	<ul style="list-style-type: none"> CVP installed, configured and customized an issue management system that is used to track all activities that require intensive manual intervention by the project staff. All training and documentation for the issue management system, as well as the data verification system, were provided by personnel managed by CVP.
National Archives IT Operations Support	<ul style="list-style-type: none"> Calls are now logged into an enterprise Remedy trouble-ticketing solution, and tracked through to resolution Weekly reports are generated to detail the status of all trouble tickets that remain open CVP implemented feedback processes and reports The ITIL framework was leveraged to achieve high rates of customer satisfaction
National Guard Bureau IT and CRM Strategy	<ul style="list-style-type: none"> Using a "Voice-of-Guardsman" approach CVP developed a five year Strategic Evolution Plan (SEP) which surveyed the current and future IT needs for mobilizing and training the Guard and reservists and developed a series of project initiatives, prioritized using Project Portfolio Management principles. CVP also developed the Technology Refresh Plan (TRP) which looked at the highest priority initiatives and developed program initiative plans and vendor analyses
USAID Technology Management and CRM Support	<ul style="list-style-type: none"> CVP, working with SRA, has developed tools and strategies to help the agency comply with security directives from the Department of Homeland Security (HSPD-12). CVP provided support on the IT support desk, leveraging ITIL principles and supports the enhancement of the enterprise trouble ticketing solution – Remedy.

Working with CVP

- TS Facility Clearance
- Contract Vehicles: GS-35F-0227P • DHS BPA: GS-10F-06-LP-A-0004 • MOBIS GS-10F-0317R

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