CAYUSE
COMMERCIAL SERVICES

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Capabilities Statement

Starting in 2006 with Cayuse Technologies, the Cayuse family of companies, including Cayuse Commercial Services, has built an amazing track record including world-class credentials, highly effective solutions, and long-term relationships. We offer expert remote technology services and recruit for staff augmentation needs. Cayuse has successfully partnered with clients spanning many sizes and industries, including Fortune 500 companies.

In addition to talent and resources, contracting with Cayuse provides a partnership built on shared values and meaningful collaboration. As a 100% Native American-owned business, we engage in purposeful partnerships with impactful missions.

APPLICATION DEVELOPMENT & MAINTENANCE

- Software Development Life Cycle (SDLC) Methods - Waterfall, Agile, DevOps
- Technologies - JAVA, JAVA Script, CIC++, Python, .Net, Scala, Ruby, Golang
- Testing/Quality Center of Excellence

BUSINESS OPERATIONS

- Executive Support Services
- Quality Assurance
- Risk Assessment
- Accounting/Tax Support Services

BUSINESS TRANSFORMATION

- Project Management
- Application Assessment
- Solution Architecture
- Technical Architecture

CALL CENTER / CONTACT CENTER

- Customer Support Services
- Multi-lingual Capabilities
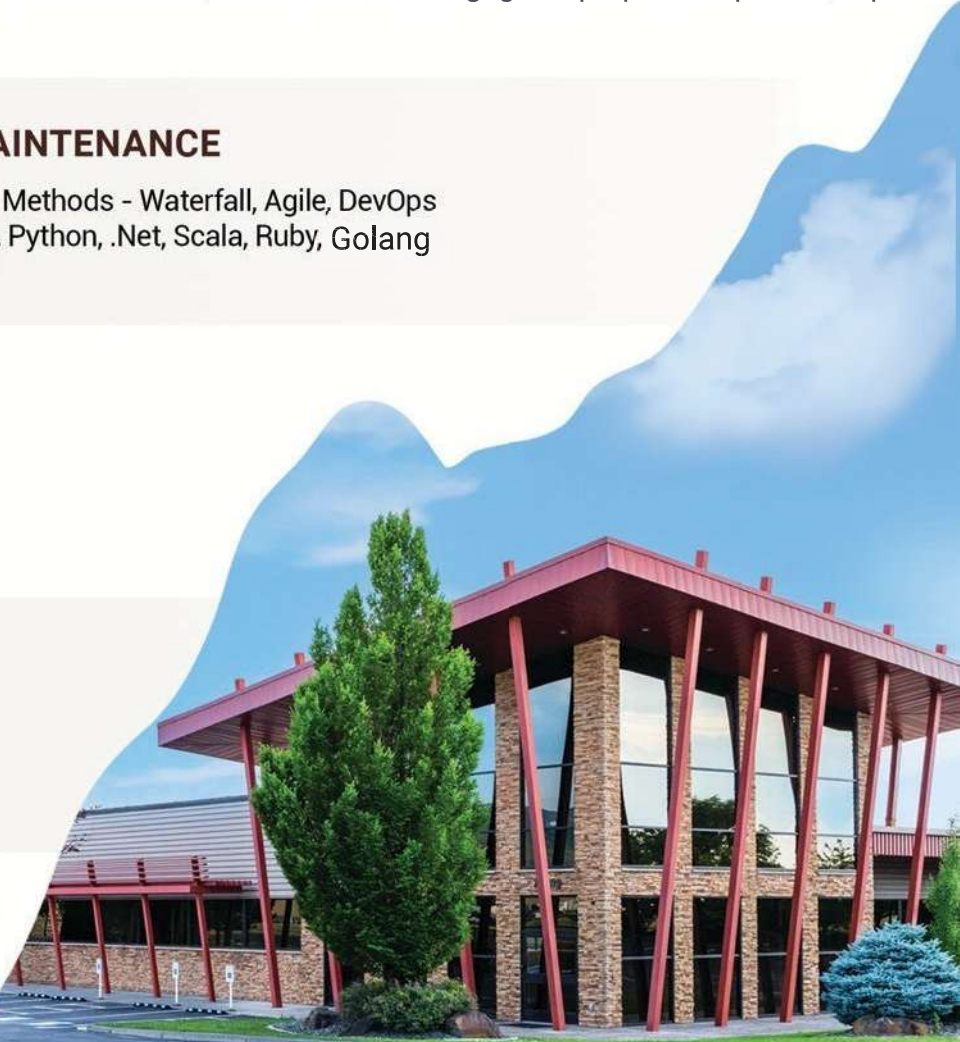
CLOUD SERVICES

- Amazon Web Service (AWS), Microsoft Azure, Google Cloud Platform (GCP)
- Cloud Migration - Refactoring, HyperConvergence
- Regulatory & Compliance
- Design & Architecture
- Cloud Security
- FinOps

DATA SERVICES

- Database Design - Logical, Physical, Access
- Database Administration (DBA)
- Data Migration/Conversion
- Data Analytics

DOCUMENT MANAGEMENT / IMAGE PROCESSING

- Document Processing - Intake, Analysis, Scanning, Processing, Archiving/Destruction

INFRASTRUCTURE SYSTEMS ARCHITECTURE

- IT Operations Center (ITOC)
- Data Center Move/Migration
- Managed Service Provider

KNOWLEDGE MANAGEMENT / COLLABORATION SUPPORT

- Content Management - Sharepoint, NextCloud, Smartsheet
- Communications - Zoom, WebEx, Microsoft Teams, WIRE, RingCentral

NETWORK MANAGEMENT

- Network Operations & Monitoring
- Communications Management
- Systems Architecture/Administration
- Configuration Management - Adds/Changes/Moves

OPERATIONAL RESILIENCE

- Disaster Recovery
- Business Continuity
- Crisis Management

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RESELLER SERVICES

- Computer Hardware & Software
- Microsoft

SECURITY MANAGEMENT

- Personnel, Physical, Cyber Security
- Regulatory Compliance
- Risk Assessment
- Data Protection
- Threat Hunting
- Security Operations Center
- Critical Infrastructure Design/Build/Operate

SERVICE DESK

- Tier 1-3 Support Levels
- Managed Services with KPIs/SLAs
- Administrators – Remedy, ServiceNow
- Support Functions – Training, QA, Knowledge Management, Data & Reporting, Multi-lingual Capabilities

CORE SKILL SETS

Agile Coach	Network Engineer
Agile Scrum Master	Network Support Technician
Application Analyst	Performance Tester
Application Architect	PMO Analyst
Application Programmer	PMO Manager
Automation Tester	PMO Specialist
Cloud Native Development	Program Manager
Cloud Platform Engineer	Project Manager
Cybersecurity Analyst	QA Test Analyst
Cybersecurity Engineer	QA Test Manager
Data Analyst	QA Test Specialist
Database Administrator	Service Desk Agent
DevOps Engineering	Service Desk Manager
Digital Twin	Service Desk QA Reviewer
Domain Engineer	Service Desk Supervisor
Executive Support	Solution Architect
Administrator	Systems Engineer
Financial Analyst	Technical Architect
Full Stack Developer	Technical Analyst
Functional Architect	Threat Hunter
Functional Analyst	UNIX/LINUX Administrator
Logical Data Modeler	XR/VR Developer
Network Administrator	

EXPERIENCE

Application Modernization

A global technology manufacturer needed a solution for managing end-user hardware testing components. For decades, they had to physically ship their new hardware, including chips, processors, server components, and memory cards to industry partners for compatibility testing with upcoming releases. A timely and costly process, they needed a better way to manage end-user testing and reduce global shipping requirements. Cayuse helped develop a cloud-based application to manage virtual provisioning of new technology releases for customer beta testing. The transformed application served 12,000 daily users, scheduling over 200,000 reservations across more than 15,000 server systems.

Business Process Services

A multinational technology corporation realized their partner incentive programs were lacking integration, thereby creating issues with end-users. Driving more than $10B in annual revenue, these initiatives were critical to sales and bottom-line results. Corporate partners could register online, but the system was missing the logic to determine program eligibility, along with other deficits due to lack of integration. Cayuse examined the existing systems and developed a semi-automated business back-end system to connect the different functions. Partner registration was linked to partner ordering, partner ordering to partner rebate, and incentive systems to accounts payable. Cayuse managed services helped deliver an overall reduction of 50% in processing time for partner payments. This success has smoothed the company's relationship with its channel partners and increased loyalty and longevity.

Cybersecurity

An international hotel franchise required a gap assessment of their ability to recover critical business data in the event of a ransomware attack. Leading the efforts, Cayuse: 1) conducted a detailed analysis of the critical data by recovery tiers, 2) developed a plan to implement the required procedures to protect and recover the client's data in the event of an interruption of their critical business processes, 3) assured that critical data was backed-up, encrypted, copied to an alternate location, and met business recovery requirements, and 4) validated the new procedures and documented the recovery results for potential future audit requirements. The procedures put in place support the client's journey toward implementing and testing an end-to-end disaster recovery program.

IT Managed Services

An HOA office was using outdated platforms and failing equipment that were limiting connectivity, data storage, backup, and security. Having a limited budget and lacking internal technical resources, the HOA management team needed an IT partner who could deliver solutions quickly and with as little interruption as possible. Cayuse went onsite to manage a set of high priority projects which included: new equipment installation, upgrades to their aged network with a modern firewall, and enhancements to their property security system. Phase two projects are underway to improve the HOA's website, conferencing capabilities, document management, and their maintenance communication system. The Client is now operating in the cloud with improved safety measures and the ability to connect with residents, owners, and management quickly and easily.

NAICS CODES

Primary: 541511 CUSTOM COMPUTER PROGRAMMING SERVICES

Secondary:
518210 DATA PROCESSING, HOSTING, AND RELATED SERVICES
519190 ALL OTHER INFORMATION SERVICES
541519 VALUE-ADDED RESELLER OF HW/SW PRODUCTS
541990 ALL OTHER PROFESSIONAL, SCIENTIFIC, AND TECHNOLOGY
561110 OFFICE ADMINISTRATION SERVICES
561311 EMPLOYEE PLACEMENT AGENCIES
561422 TELEMARKETING BUREAUS
611420 COMPUTER TRAINING
611430 PROFESSIONAL AND MANAGEMENT DEVELOPMENT

SIC CODES

Primary: 7371 COMPUTER PROGRAMMING SERVICES

Secondary:
7373 COMPUTER INTEGRATED SYSTEMS DESIGN
7374 COMPUTER PROCESSING AND DATA PREPARATION AND PROCESSING SERVICES
7378 COMPUTER MAINTENANCE AND REPAIR
7379 COMPUTER RELATED SERVICES
7389 BUSINESS SERVICES, NOT ELSEWHERE CLASSIFIED
5045 COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHOLESALE AND RESALE
8331 JOB TRAINING SERVICES
8741 MANAGEMENT SERVICES
7363 HELP SUPPLY SERVICES

MBE CERTIFIED ENTERPRISE