

cayusecommercialservices.com

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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 U.S.-based technology services and efficient staff augmentation recruiting capabilities.

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 that values inclusion and racial equity. A minority business that is 100% Native American owned, we engage in purposeful partnerships with impactful missions.

APPLICATION DEVELOPMENT & MAINTENANCE

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

BUSINESS OPERATIONS

- Executive Support Services
- Quality Assurance
- Risk Assessment

BUSINESS TRANSFORMATION

- Program Management
- 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
- Data Warehousing

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

RESEARCH

- Primary Research – Expert Interviews
- Secondary Research – Compilation & Analysis
- Summary Reports & Findings

RESELLER SERVICES

- Computer Hardware & Software

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
Agile Scrum Master
Application Analyst
Application Architect
Application Programmer
Automation Tester
Cloud Native Development
Cloud Platform Engineer
Cybersecurity Analyst
Cybersecurity Engineer
Data Analyst
Database Administrator
DevOps Engineering
Digital Twin
Domain Engineer
Executive Support Administrator
Financial Analyst
Full Stack Developer

Functional Architect
Functional Analyst
Logical Data Modeler
Network Administrator
Network Engineer
Network Support Technician
Performance Tester
PMO Analyst
PMO Manager
PMO Specialist
Program Manager
Project Manager
QA Test Analyst
QA Test Manager
QA Test Specialist
Service Desk Agent
Service Desk Manager
Service Desk QA Reviewer

Service Desk Supervisor
Solution Architect
Systems Engineer
Technical Architect
Technical Analyst
Threat Hunter
UNIX/LINUX Administrator
XR/VR Developer



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. The company had an immature disaster recovery plan in place. 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.

Service Desk

A major global telecommunications company was experiencing unsatisfactory performance with their internal technical help desk system that supported their retail business units. Involving everything from front and back office printers, credit card readers, interactive demos and live displays, to point of sale tools, retail Wi-Fi, and sales iPads, the issues were building. These problems included a lack of resolution and follow up, poor customer service, and excessive time (sometimes months) for problem solving. To improve support, the Cayuse Service Desk was launched, providing Tier 1 support for retail store software and hardware issues. Cayuse Service Desk Agents are ready to assist via phone, chat and automated online ticketing. The team is able to manage 70 point-of-sale applications, resolve over 60% of issues on the first call, and support 100,000 sales representatives and 20,000 retail stores, dealers and retailers.

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

