

October 28, 2009

Sonja Stokes  
Purchasing Specialist  
Office of Procurement & Contract Administration  
Florida Agency for Workforce Innovation  
107 E. Madison Street, Suite B-047  
Tallahassee, FL 32399

Dear Ms. Stokes:

On Point Technology is pleased to submit the enclosed document in response to the Florida Agency for Workforce Innovation's Request for Information No. 10-RFI-001-SS. We are grateful for the opportunity to share our experience with the Agency.

We hope you will find our response provides information pertinent to the acquisition or development of a web-enabled, integrated information system to support the Office's mission of providing support to Florida's workforce by paying unemployment compensation benefits to qualified workers and resolving unemployment compensation appeals in a timely manner.

I am the person authorized to provide the requested information on behalf of On Point Technology, Inc. You may reach me directly at the following:

Michael H. Lorsbach  
President  
1515 W. 22<sup>nd</sup> Street, Suite 900  
Oak Brook, IL 60523  
(630) 522-7937  
FAX (630) 522-7901  
mike.lorsbach@onpointtech.com

Thank you for your valuable time. If you would like further information, it would be our pleasure to assist you.

Sincerely,



Michael H. Lorsbach  
President

MHL/sp

Enclosures



**Response to  
10-RFI-001-SS  
UC Modernization Planning  
for Phase 3**



Presented to

Agency for Workforce Innovation

October 28, 2009

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# AGENCY FOR WORKFORCE INNOVATION REQUEST FOR INFORMATION

## Information Acknowledgement Form

Page <u>1</u> of <u>8</u> pages	SUBMIT RESPONSE TO: <b>Agency for Workforce Innovation Office of Procurement and Contract Administration 107 East Madison Street, B-047 Tallahassee, Florida 32399-4128 Telephone Number: 850-245-7455</b>		
AGENCY RELEASE DATE: <b>October 16, 2009</b>			
SOLICITATION TITLE: <b>UC Modernization Planning for Phase 3</b>		SOLICITATION NO: <b>10-RFI-001-SS</b>	
RESPONSES WILL BE OPENED: <b>Friday <u>Wednesday</u>, October 28, 2009</b>			
RESPONDENT NAME: On Point Technology, Inc.		 AUTHORIZED SIGNATURE (MANUAL)  Michael H. Lorsbach, President  AUTHORIZED SIGNATURE (TYPED), TITLE  <b>This individual must have the authority to provide this Response.</b>	
RESPONDENT MAILING ADDRESS: 1515 W. 22nd Street, Suite 900			
CITY - STATE - ZIP: Oak Brook, IL 60523			
PHONE NUMBER:	630-522-7900		
TOLL FREE NUMBER:	866-482-0189		
FAX NUMBER:	630-522-7901		
EMAIL ADDRESS:	sales@onpointtech.com		
FEID NO.:	36-4116919		
TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, etc.):		corporation	

<b>RESPONDENT CONTACTS:</b> Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available.			
<b>PRIMARY CONTACT:</b>		<b>SECONDARY CONTACT:</b>	
NAME, TITLE:	Michael H. Lorsbach, President	NAME, TITLE:	Mary Claire Sheehy, VP of Operations
ADDRESS:	same as above	ADDRESS:	same as above
PHONE NUMBER:	630-522-7937	PHONE NUMBER:	630-522-7939
FAX NUMBER:	630-522-7901	FAX NUMBER:	630-522-7901
EMAIL ADDRESS:	mike.lorsbach@onpointtech.com	EMAIL ADDRESS:	maryclaire.sheehy@onpointtech.com

This is a RFI as defined in s. 287.012(21), Florida Statutes. The Agency for Workforce Innovation (AWI) is issuing this RFI for planning purposes only. Any subsequent implementation activities will depend on budget approval. This RFI is not a solicitation and will **NOT** result in a contract. However, information received in response to this RFI may be used to develop future procurements. Vendors are encouraged to respond with solutions that meet all or part of the specified requirements.

*An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.*

# response TO RFI 10-RFI-001-SS

On Point Technology, Inc. is pleased to submit the following information in response to RFI No. 10-RFI-001-SS. Within this document, we have provided detailed planning information for the modernization of the Florida Agency for Workforce Innovation's Office of Unemployment Compensation Services (UC) program. We propose to provide the most comprehensive suite of software applications existing in today's UI market. On Point Technology's Integrity Suite of software applications in support of State Workforce Agencies (SWAs) consists of the following applications which are available for immediate implementation:

- Aware Enterprise for UI Benefits
- Aware Enterprise for UI Tax
- Barts
- Recover
- Norm
- Enforce
- Intelligent Fact Finding (IFF)

Detailed information about each of the applications is included in Appendix A.

When fully deployed, the Integrity Suite will among many other things:

- Identify cases of both organized and individual UI benefits fraud.
- Isolate Florida employers who are either UI non-filers or under-payers.
- Case manage all fraud cases uncovered.
- Collect outstanding UI benefits overpayments (fraud and non-fraud).
- Manage legal processes in support of fraud prosecutions and settlements.
- Calculate overpayments by week to support full reconciliation with benefit payments.

On Point Technology has chosen to focus on the integrity aspects of UI Modernization for essentially two reasons:

- Prior experience in many SWAs has shown that program integrity is very often overlooked in planning for modernization.
- Quite regularly, even though integrity issues are addressed in original planning, the follow-through on them is aborted as cost and time overruns are experienced in the benefits and tax components and the funding that was to go for integrity is diverted to offset other shortfalls.

UI program integrity is too important to be put at risk, such as this in the modernization effort.

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## response TO RFI 10-RFI-001-SS

If the experience of other states' UI modernization projects is any indicator, the project timeline will run a length of at least four to five years. Florida does not have to be without a modern UI integrity program for that long! You can receive an immediate return on your investment and quite possibly recoup funds representing a significant portion of your overall investment in modernization.

The components of the UI Integrity Suite can be deployed either concurrently or simultaneously, depending on Florida's preference. If the Agency were to choose to implement them simultaneously, the entire Integrity Suite could be deployed well in advance of the completion of the remainder of the modernized benefits and tax solutions.

All of the products that comprise On Point Technology's Integrity Suite are available for demonstration at Florida's request.

# introducing ON POINT TECHNOLOGY, INC.

*Exclusively Specialized in Unemployment Insurance*



Over 20 state workforce agencies have benefited from On Point Technology's unemployment insurance expertise.

**F**ounded in 1996, On Point Technology is the only independent solution provider dedicated to state workforce agencies. Unemployment insurance is not just one on a long list of practice areas for On Point Technology – it is our entire focus.

As a result, On Point Technology understands your challenges and needs because our experts have walked in your shoes and worked in the trenches at state workforce agencies. We are not outsiders looking in, trying to translate your needs into technology solutions. Instead, we save you valuable time by working peer-to-peer and cutting through the laborious “education phase” in the early stages of the project that is typically required for consulting firms. Our deep industry knowledge helps prevent costly project missteps. We have a clear understanding of your business requirements from the inception.

On Point Technology's solutions have been developed to the finest detail because we have worked arm-in-arm with state workforce agencies across the country to develop best-of-breed solutions and best practices that are proven in a real-world environment. The collective intelligence of On Point Technology and more than 20 state workforce agencies nationwide has resulted in a suite of configurable software solutions that is second to none.



## Designed Specifically for Re-Use

There is a distinct difference between On Point Technology's solutions and those developed by other companies for one specific state. The difference lies in initially designing solutions specifically for re-use. We started with a vision of our products running in multiple states. This differs from the strategic evolution of many systems that begin on day one with a single state's vision only to have the system lifted for another state and adapted at a later date.

At On Point Technology, we meticulously designed our package solutions to be easily configurable and modular to enable us to easily construct them to address each state's unique needs. From day one, our solutions have been designed and

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At On Point Technology, we didn't just start by designing software for one state workforce agency – we started with the vision of running our solutions in multiple states. That's why our package software has been designed from day one with configurable business rules and component modularity that results in higher quality software solutions, faster implementation timelines and reduced surprises.

built as package software applications with configurable business rules and component modularity. This design enables us to generate a core source code that is the same from state to state. We anticipated differences in state laws and regulations which now allow us to provide pre-determined configuration settings to choose from during the implementation phase of our projects.

The initial vision for our products is the primary reason On Point Technology's projects result in higher quality software solutions, faster implementation timelines, and reduced surprises.

## Experience Makes the Difference

On Point Technology's experienced team of business and technology professionals have the ability to implement innovative solutions that deliver a rapid return on investment and tangible, long-term benefits. We will help your workforce agency to achieve:

- Streamlined and efficient operations.
- Consistent workflows, business rules enforcement, and automation.
- Dramatically increased overpayment prevention, detection, and recovery.
- Rapid online access and response for agency staff, employers, and claimants.
- Comprehensive reporting and results measurement.
- Greater business intelligence for detecting identity theft and other fraud schemes.



# introducing ON POINT TECHNOLOGY, INC.

*Exclusively Specialized in Unemployment Insurance*

## On Point Technology, Inc.

### Key Facts

- Founded in 1996.
- Exclusively specialized in unemployment insurance – focused 100%.
- Offers configurable solutions for workforce agencies.
- Proven experience supporting workforce agencies in 20 states.
- Exceptional real-world workforce agency experience significantly reduces “ramp-up” efforts and prevents project missteps.
- Committed to keeping agencies ahead of the curve in the changing world of UI for the long-term.

Your organization can benefit from the culmination of years of proven expertise and experience that On Point Technology brings to the table to ensure a successful execution of your vision. By listening to our clients, being responsive to federal and state regulatory changes, and staying abreast of technological advances, On Point Technology is committed to helping your Agency stay many steps ahead of those who would attempt to defraud your unemployment insurance program. We understand that the world of unemployment insurance and technology are constantly changing. Having On Point Technology, a solutions provider that stays abreast of the latest developments and remains in tune with the unemployment insurance industry, as a partner provides such a tremendous advantage for the long-term.

As a result of On Point Technology’s exclusive focus and dedication to supporting state workforce agencies, our solutions can empower your Agency to reduce both your project timeline and costs compared to a custom software development initiative with generalist consultants and many unknowns. We offer the most robust and comprehensive configurable technology to meet your needs, which provides both a substantial head-start in reaching your vision and the peace-of-mind of building upon solutions that have stood the real-world test of time at state workforce agencies across the country.

On Point Technology currently has its products placed in 13 state workforce agencies. Our solutions are proven in agencies nationwide.

Our Customers					
STATE	BARTS	AWARE	RECOVER	NORM	ENFORCE
Alabama	✓		✓		
Alaska	✓	✓			
Arizona	✓	✓			
Arkansas	✓		✓	✓	✓
Colorado		✓			
DC	✓				
Illinois	✓				
Kentucky	✓	✓			
New Jersey	✓				
North Carolina	✓	✓	✓		
Ohio		✓			
Tennessee		✓			
Washington	✓	✓			

# introducing ON POINT TECHNOLOGY, INC.

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## Focused on Software Development for State Workforce Agencies

At On Point Technology, we combine deep industry expertise with powerful technology solutions to help state workforce agencies optimize their operations and save millions of trust fund dollars annually by automating the detection and processing of overpaid unemployment insurance claims.

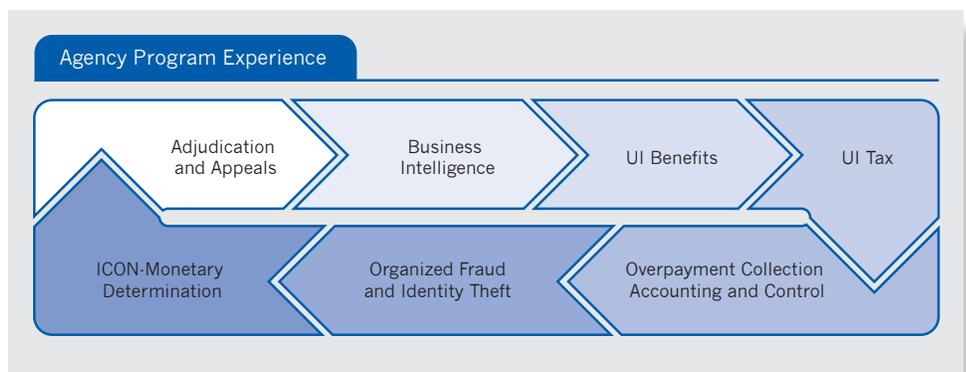


On Point Technology's staff are experts in the entire range of system development lifecycle skills from business requirements planning through software development, testing, and implementation. Our professional staff has an extraordinary amount of state workforce agency and unemployment insurance experience; this provides you with a technology partner that understands the business side of your operations. Through On Point Technology's combination of business expertise, software solutions, service delivery, and industry knowledge, we are experts in helping state workforce agencies operate at a higher level of efficiency.

Our staff has worked with more than 20 state workforce agencies nationwide, which infuses the collective intelligence of agency professionals across the country into On Point Technology's solutions. We have the ability to work nationally and think locally in developing solutions that address the unique laws and requirements of each state.

**We have the ability to work nationally and think locally in developing solutions for state workforce agencies.**

On Point Technology's staff of technology professionals has experience in implementing all of the following state workforce agency programs:



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More than one-third of On Point Technology's staff are business analysts – the rest are highly experienced programming and systems development professionals.

Unlike large consulting firms and system integrators where staff can move from industry to industry, On Point Technology's staff remains focused exclusively on the latest trends, legislation, and technology associated with unemployment insurance. More than a third of our staff consists of experienced business analysts. The remainder of our staff consists of highly experienced programming and system development professionals who specialize in developing software specifically for state workforce agencies. On Point Technology's project teams are cohesive and already assimilated with each other – reducing communication and project management issues often found in rapidly assembled transient project teams from large consulting firms.

Key Project Management				
Name	Position	Former UI Agency Employee	Years of UI Experience	Years of IT Experience
Michael Lorsbach	Project Steering Committee	Yes	32	25
Mary Claire Sheehy	Project Steering Committee	No	1	28
Robert Yokavonus	Project Steering Committee	Yes	33	30
Ron Burkhart	Project Steering Committee	No	3	18
Jerry Iyall	Project Steering Committee	Yes	35	12
Hit Mistry	Product Manager	No	6	20
Pedro Rosa	Product Manager	No	6	17
Norm Harelik	Manager, Business Analysis Team	Yes	36	18
Ed Newman	Manager, Product Assurance	No	25	33
Tana Hensley	Senior Business Analyst	Yes	23	2
Woody Tucker	Project Manager	Yes	33	2
Becky Sperlazza	Project Manager	Yes	30	1
Total			263	206
Average			22	17

We understand that while many functions of state workforce agencies are similar, each agency has its own unique state laws and regulations.

## A Strong Focus on Business Requirements

At the inception of our client engagements, On Point Technology focuses extensively on the development of concise and well-documented business requirements to set a clear path to achieving your Agency's specific objectives. We understand that while many functions of state workforce agencies are similar, each agency has its own unique state laws and regulations that need to be incorporated into the end solution. Our software solutions provide a strong foundation of robust, fundamental functionality that is easily configurable. This approach saves

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time because, rather than “reinventing the wheel” for the fundamentals, which comprise the vast majority of the functionality, we can focus on your specific business requirements in the configuration process to provide a world class solution and a “glove fit.”

In addition, the experienced business personnel who are involved in the early stages of your business requirements planning remain actively involved with the project through the entire development and post-implementation process. The business expertise at the planning phases does not disappear once system programming begins. It is critical that all peripheral coding decisions are made by experienced business analysts rather than developers to ensure the system meets the business needs of your agency to the finest detail. Attention to the business details throughout the process also ensures your project stays on course, on time, and on budget.

## Why Choose On Point Technology?

Features	Benefits
<ul style="list-style-type: none"><li>• A partnership between your Agency and On Point Technology that creates a unified project team</li><li>• Project management based on lessons learned in deploying our software solutions for numerous state workforce agencies</li><li>• On Point Technology has only an A-Team. Our personnel are solely focused on developing and deploying UI software solutions</li><li>• Our executive team and business analysis team members average over 20 years of unemployment insurance industry experience</li><li>• Our developers and QA specialists know the industry. They are 100% dedicated to unemployment insurance software products</li><li>• We develop configurable software utilizing standard, reusable software components</li><li>• We support our products for life through our Assurance &amp; Certification Program</li></ul>	<ul style="list-style-type: none"><li>• Shared vision with joint ownership of goals</li><li>• Zero execution risk associated with proven existing solutions</li><li>• Zero financial risk associated with fixed bids</li><li>• Rapid deployment of software solutions</li><li>• Credible implementation schedules</li><li>• Raised productivity of existing resources</li><li>• Increased detection and collection of overpayments</li><li>• Improved integrity in the UI program</li><li>• Combined team with deep industry expertise</li><li>• Ensures leadership continuity in both technical solutions and business practices</li><li>• Frees your existing IT resources for other project priorities</li><li>• Provides a cheaper, faster alternative than custom systems development</li><li>• Includes a future upgrade path</li><li>• Meets or exceeds all performance requirements</li><li>• Scalable and expandable</li><li>• Business intelligence to combat organized threats</li></ul>

# introducing ON POINT TECHNOLOGY, INC.

*Exclusively Specialized in Unemployment Insurance*

## A National Presence

- Our presence extends coast to coast
- Our recruiting philosophy is based on locating the best people nationwide

## Company Locations

On Point Technology maintains a Technical Research and Development Center located just outside of Chicago, Illinois. The Center provides off-site, long-term technical support and maintenance for state workforce agency projects. On Point Technology also has resources located in Washington, New Jersey, the District of Columbia, Virginia, and Kentucky.



## A Note from Michael Lorsbach President of On Point Technology

“ At On Point Technology, we do not think of ourselves as a technology consulting firm, we see ourselves as UI experts who use state-of-the-art technology and business processes, to bring effective solutions to the unemployment insurance community. We live in your world every day because we specialize exclusively in unemployment insurance. On Point Technology has worked in this industry for many years and we will continue to focus on the unique needs of state workforce agencies in the future. We are a partner you can trust both today and years from now as the industry and technology changes. On Point Technology will value your business and we appreciate your consideration of our products. ”

## Our APPROACH

Configuring Package Software to Accelerate Your Success



### Advantages of On Point Technology's Approach

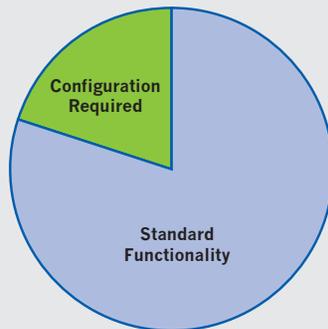
- A truly firm fixed price.
- An opportunity to see the system work before it is deployed.
- An ability to experience the application before it is configured.
- An opportunity to incorporate the exact features that are needed.
- An ability to discuss the product with agencies that have already installed it.
- A minimum need to involve resources such as agency program and technical staff.
- Help desk assistance available from the moment the application goes live.
- Access to upgrades and enhancements via the ACP.

On Point Technology's staff has gained invaluable project experience managing UI system implementations in more than 20 states. Our family of state workforce agency software solutions are based on best practices culled from numerous state implementations. While every state workforce agency has its unique approach, most can greatly benefit by sharing in the experiences and expertise learned from other agencies.

Our approach focuses on requiring the minimum amount of your time. We walk in prepared with a proven action plan to gather the business requirements information in the most efficient manner possible. We already have a deep understanding of your industry and we have done this before, consequently, you do not have to spend time educating our team about unemployment insurance. We are very committed to respecting your time and making the project as effortless as possible for your organization.

During the development of On Point Technology's world-class, configurable software solutions, we have found that the vast majority of the functionality is standard across agencies. The remaining features can be easily configured to address specific state laws and regulations.

Degree of Configuration Typically Required



*The majority of On Point Technology's functionality is standard across state agencies. The software can be configured to address unique state requirements.*

Unlike software solutions that are designed for a single state, On Point Technology's software is specifically designed for re-use and easy configuration. Our package software has been designed with configurable business rules and component modularity to enable us to easily alter the software to fit your state's unique requirements.

# Our APPROACH

## Configuring Package Software to Accelerate Your Success

Because we are starting with package software as the foundation for the solution, On Point Technology approaches each project by:

- Identifying the business requirements that the software can deliver effectively through configuration decisions.
- Identifying features that are unique to the state workforce agency and configuration requirements.
- Understanding how our application interface programs will interact and exchange information with other agency systems.
- Developing a Configuration Document that bridges the package software functionality to the custom functionality and the agency's IT environment.

On Point Technology's software can be fully configured to fit your exact needs without the hassle and cost of developing a system completely from scratch or modifying another state's application.

### We Make It Easier for Your Organization

By beginning with the foundation of core product functionality and our reusable software components, time to implementation is shortened and risk is reduced. Our products are consistently proven in real-world agency production environments. On Point Technology's software can be rapidly deployed, providing you with the fastest time to value. In fact, during the configuration process, your agency staff can "play" with the software to get familiar with it – they don't have to wait

months or years to experience it. This hands-on familiarity provides valuable insight during the business requirements planning phases, where we discuss configuration, and also accelerates the training process later in the development.

Compared to full custom software development, On Point Technology's approach offers a superior solution with faster implementation and lower expense. Most importantly, the demands on your time are

Approach Comparison	
Traditional Approach	On Point Technology Approach
Pick a consulting firm	Select a product
Look for a company with name recognition	Choose a company experienced in the unemployment insurance industry
Obtain lowest-cost team	Deliver best value-added solution
Conduct periodic review of technical deliverables	Maintain a continuous dialogue around business processes and the software solution
Develop a system based on the minimum requirements	Provide a product that addresses an agency's strategic imperatives
Debate what's in and out of scope	Deliver what's needed to solve the problem
Install the system	Deliver results after the product is installed
Finish the project and complete the contract	Never lose a customer

## Our APPROACH

### *Configuring Package Software to Accelerate Your Success*

significantly reduced. For example, when developing custom software, expectations frequently change midstream, resulting in shifts in direction that cost time and money. Projects can turn into labor intensive “software by committee” – with no guarantee that the software will work by the time the budget is expended.

In contrast, On Point Technology’s approach of utilizing configurable software is more predictable and controlled than open-ended custom software development projects – or projects that rely on retrofitting “similar” applications from another government environment. At On Point Technology, we minimize the impact on your organization and understand that you are busy.

### **A Strong Focus on Business Requirements**

Nothing is more important to timely and accurate delivery of software than gathering the requirements and business rules. The challenge during this process is to extract the information that resides with your agency staff and translate it for technical professionals who will be programming the software.



On Point Technology has the experience and intimate knowledge of the challenges facing UI Directors and their staff. When On Point Technology enters a project, we speak the language of UI and serve as a trusted advisor for agency directors. Unlike generalist consultants that work across a number of vertical markets, On Point Technology is 100 percent focused every day on the very latest trends, best practices, and laws and statutes associated with UI. We are fully vested in the industry and do not just consider it a practice area. Everyone in our firm is an expert in supporting state workforce agencies.

Our business analysts understand the fine details of your industry and are able to have peer-to-peer discussions about business requirements. This knowledge eliminates the typical “ramp up” time needed at the early stages of a project.

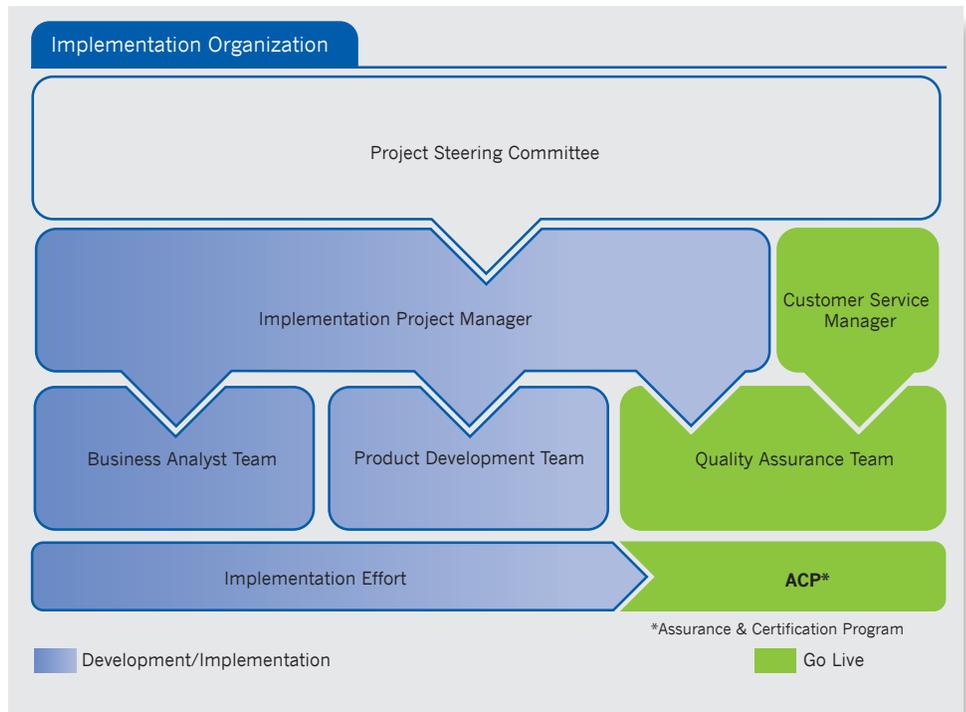
# Our APPROACH

*Configuring Package Software to Accelerate Your Success*

In addition, our experienced business analysts remain actively involved in the project through its completion to direct the developers as coding decisions are made. This presence ensures that important decisions about the software's functionality are made by experienced business analysts.

## Streamlined Project Implementation

On Point Technology creates a project team for each installation of our software products. This project team includes a dedicated On Point Technology Steering Committee, Business Analysis Manager, Product Manager, and Customer Service Manager.



On Point Technology also assigns a full team of analysts, programmers, developers, and quality assurance personnel to the project team to accelerate the implementation timeline. Our specialists handle the implementation, from business requirements planning through quality assurance and deployment, so the impact on your IT resources is minimal.

# Our APPROACH

## Configuring Package Software to Accelerate Your Success

**Our project schedule is possible because of our product expertise, industry knowledge, proven implementation approach, and extensive UI system implementation experience**

We ensure customer satisfaction by:

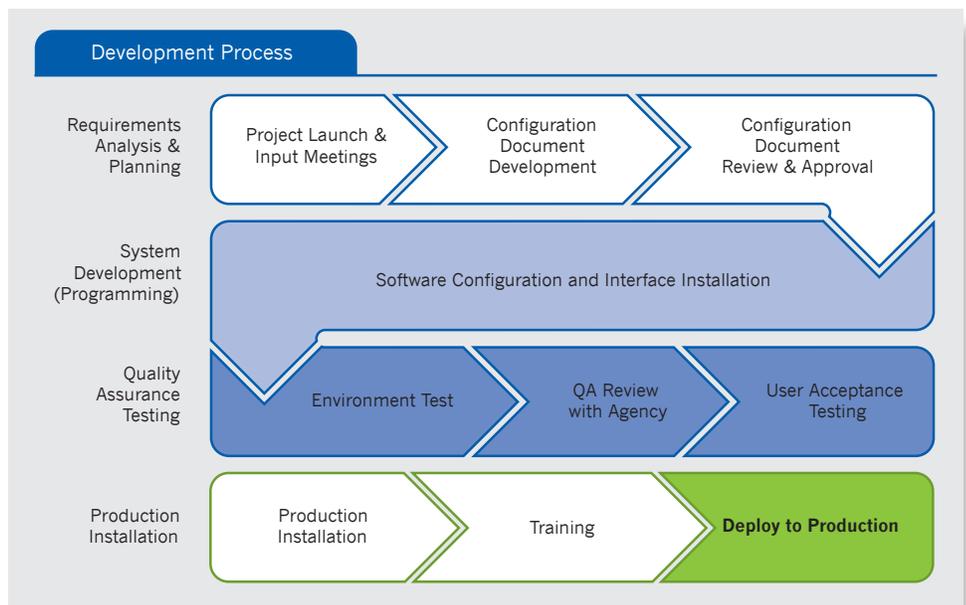
- Employing alumni from the UI industry.
- Focusing our business on software products specifically designed for the UI industry.
- Dedicating people who know your business and our products.
- Implementing our products in phases to reduce project risk and increase system acceptance.
- Aligning our project team with your agency personnel so the project effort is understood, communication is seamless, and users buy in to the software solutions.

On Point Technology’s focus on unemployment insurance and our depth of experience allows us to quickly discover and resolve implementation issues unique to your state.

Detailed biographies of On Point Technology’s project personnel are included in this proposal.

### On Point Technology’s Development Process

On Point Technology utilizes the Rational Unified Process (RUP) methodology for software development, which is detailed in this proposal. We follow a proven multi-step project implementation process to ensure the project is successfully implemented on time and on budget. The following diagram represents our typical project implementation process.



### System Testing

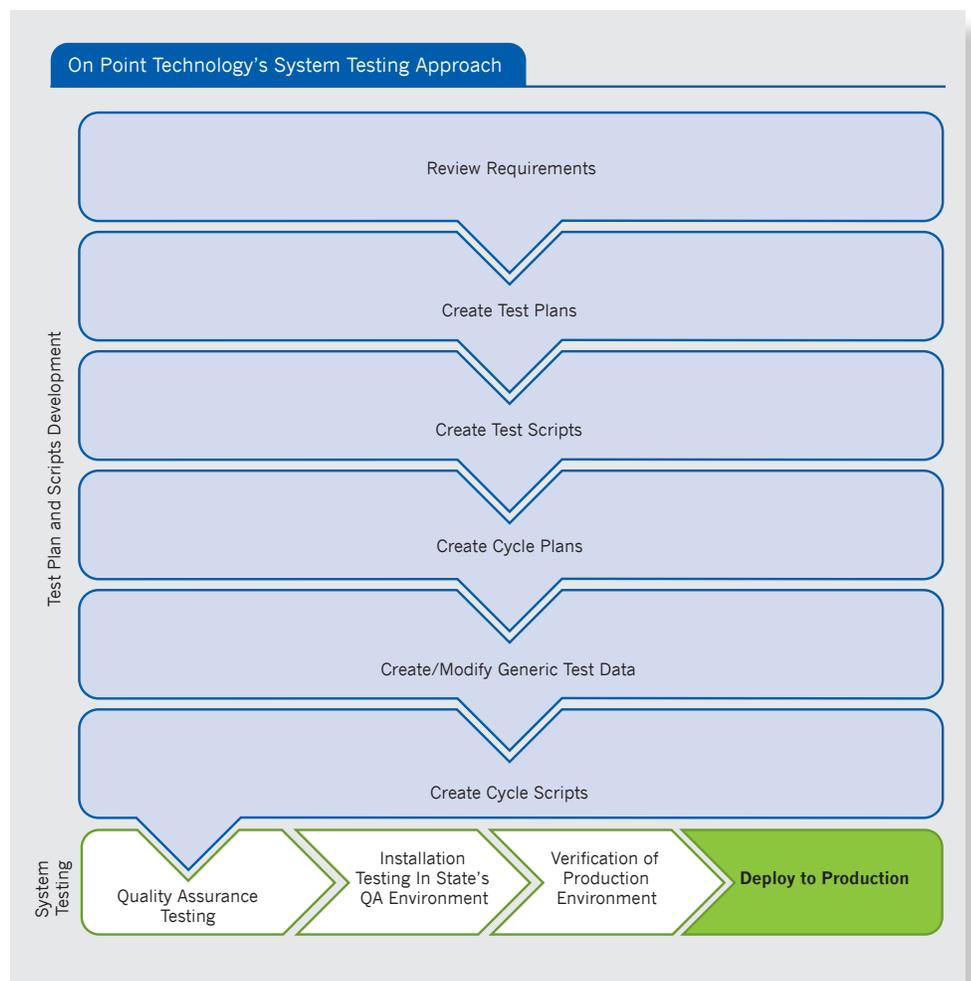
On Point Technology’s testing approach promotes a successful implementation. We leverage our proven test plans, automated testing tools, and generic test data to speed the regression testing process. In addition, On Point Technology’s testing approach:

- Allows for state specific test plans and expected test results.
- Utilizes actual converted data to minimize deployment risk and maximize testing effectiveness.

# Our APPROACH

Configuring Package Software to Accelerate Your Success

- Benchmarks production volumes and stress tests product performance.
- Validates the physical environment during pre-user acceptance testing.
- Ensures user acceptance.
- Provides a controlled environment to test future releases once a production environment is established.



## Our APPROACH

*Configuring Package Software to Accelerate Your Success*

### System Training

On Point Technology's training curriculum ensures a confident and fully competent operational staff. Our training approach:

- Includes job-specific and comprehensive training.
- Organizes subject matter by product and release schedule.
- Leverages existing training materials.
- Builds upon real-world experiences.
- Transfers knowledge of best practices across many states.

### System Integration

On Point Technology works within your existing IT environment. Our software solutions are designed to be flexible and easily integrate with existing systems. We write all of the system interfaces and require minimal IT assistance.

### Customer Support

#### *The Assurance & Certification Program (ACP)*



On Point Technology client receive quality service and support ensuring rapid resolution to their product-related issues. Our ACP assures system availability and dependability, optimizes the return on your investment in On Point Technology products, improves organizational processes and ensures that you achieve your project goals. The combined experiences and best practices of On Point Technology staff allow our ACP to maximize performance on multiple levels, exemplified by four facets: security, achievement, flexibility, and expertise.

On Point Technology's ACP provides you with phone, e-mail, and online access to our quick-response Customer Support team of experts. And when you call our Customer Support team, you will not be talking to a typical help desk representative. Instead, you will have access to professionals who understand the inner workings of your system because they helped to develop and test it. In addition, you will find a support team that truly cares about your success and one that goes the extra mile to ensure your questions and issues are resolved quickly.

## Our APPROACH

*Configuring Package Software to Accelerate Your Success*

Most customers consider us as an extension of their IT team and even provide remote access via virtual private networks.

### Long-term Protection and Benefits

The ACP can offer long-term protection for your investment through a variety of customer benefits, including service pack releases, production support, expert counsel, and knowledge exchanges.

#### *Service Pack Releases*

To ensure your investment flexes to changing technology and business needs, the ACP provides periodic releases that ensure your On Point Technology application stays current. These updates include enhanced product functionality and/or configuration changes specific to your state and application fixes to address any software issues.

#### *Production Support*

Once your product is in a live environment, client users and state IT staff have full access to our customer support team to address any issues or answer any questions. In fact, most customers view our professional staff as an extension of their IT resources, and provide us with remote access via virtual private networks.

#### *Expert Counsel*

On Point Technology gives you access to customer service personnel with intimate knowledge of software features and functions, experienced unemployment insurance experts with extensive knowledge of your business processes, and a product development team that can address technical and infrastructure issues.



# Our APPROACH

Configuring Package Software to Accelerate Your Success

## Convenient Customer Support Channels

On Point Technology offers several convenient customer support resources, including:

- Toll-free number for direct access to our professional staff.
- Product-specific support e-mail addresses that go directly to a product team member.
- A customer portal used to track issues, read product announcements, retrieve contact information and access documentation.
- Secure, remote monitoring of customer desktop computers and application servers via the Internet.

### Knowledge Exchange

On Point Technology's ACP lets you benefit from the rest of our user community. Lessons we learn from other state installations will be shared with all clients via consultation, training, and upgrades. Also, as an ACP subscriber, you are encouraged to submit suggestions for product enhancements.

### Product Updates

On Point Technology's ACP gives you access to product updates to ensure that your products are always up-to-date with the latest legal requirements of the state, and continue to run smoothly.

### Hot Fixes and Service Packs

Hot Fixes are installed for issues requiring immediate attention. Service Packs include software fixes or enhancements that have been requested but do not need to be expedited, and can be scheduled for installation on a periodic basis.

### Point Release Updates

We will occasionally introduce a major enhancement as a Point Release Update. As we complete installations in other states, they may request modifications to better meet their needs. Sometimes these modifications benefit all of our installed customers, and each state has the option to implement the new functionality once it is released.

### Upgrade Rights

The ACP entitles you to beneficial pricing that allows you to upgrade to entirely new versions of the product.

*On Point Technology's Customer Portal is used to track issues, read product announcements, retrieve contact information and access documentation.*

The screenshot displays the On Point Technology Customer Portal interface. The main content area is titled "Announcements" and shows a list of issues with columns for Case ID, Title, Type, Status, Disposition, and Delivery Release. The issues are grouped by product: "Product: Web BAKETS (7)", "Product: Assure (13)", and "Product: Assure (13)".

Case ID	Title	Type	Status	Disposition	Delivery Release
3418	Full BAK cases from S2M reports in image repository to view online	(C) Enhancement Request	(R) Resolved	(D) In Development	
3472	Eliminate Duplicate New Hire cases for identical from the same company/employer	(C) Software Issue	(R) Resolved	(D) In Development	
3473	Create new Monthly Report due by the 5th of every month	(C) Software Issue	(R) Resolved	(D) In Development	
3476	Run Reports w/No/Without cases associated with TAC employees	(C) Enhancement Request	(R) Resolved	(D) In Development	
3705	Eliminate Temp Agency	(C) Software Issue	(R) Resolved	(D) In Development	
3757	IMPR Case with Previous Overpayment should not Close Under Payment	(C) Software Issue	(R) Resolved	(D) In Development	
3756	Bark failed to create the banner pages, no printing occurred	(C) Software Issue	(R) Assigned	(C) Customer QA	
3757	IMPR Case with Previous Overpayment should not Close Under Payment	(C) Software Issue	(R) Resolved	(D) In Development	
3756	Bark failed to create the banner pages, no printing occurred	(C) Software Issue	(R) Assigned	(C) Customer QA	
3729	Speed-up ability to check individual boxes in results	(C) Enhancement Request	(R) Resolved	(D) In Development	Service Pack 1.2.2.1
3738	Reverse Enhanced S2M one-click	(C) Enhancement Request	(R) Resolved	(D) In Development	Service Pack 1.2.2.1
3745	IMPR: Data stopped due to invalid values	(C) Software Issue	(R) Resolved	(D) In Development	Next PA
3750	Change in Hrs Outside High Quarter Requirements/Functionality	(C) Enhancement Request	(R) Resolved	(D) In Development	Service Pack 1.2.2.1
3760	Change in Hrs Tot Hrs WBA Requirements/Functionality	(C) Enhancement Request	(R) Resolved	(D) In Development	Service Pack 1.2.2.1
3773	Full PA from High Percent audit results	(C) Enhancement Request	(R) Resolved	(D) In Development	Service Pack 1.2.2.1
3701	Meeting request	(C) Functional Question	(R) Assigned	(C) On-Piece QA	

## Our PRODUCTS



**O**n Point Technology is the only company that develops package software exclusively for state workforce agencies. When presented with On Point Technology's robust low-cost software solutions, most state workforce agencies immediately see the value that package software offers relative to the alternatives of the status quo, reengineering other states' processes or custom coding efforts, whether in-house or via an external consulting firm.

From coast to coast, state workforce administrators recognize the power of our software to improve workflows, optimize organizational reporting efficiency, and to defeat criminal attempts at identity theft and organized fraud that steal millions of dollars from unemployment insurance (UI) trust funds. Our comprehensive software solutions include the following products.

### Our Products

- AWARE ENTERPRISE**  
Aggregate Workforce Analytics Reporting Engine  
Provides sophisticated ad hoc industry intelligence, identity theft detection, organized fraud, and internal theft prevention.
- BARTS**  
Benefit Audit, Reporting, and Tracking System  
Improves detection of individual fraud and provides enhanced case management for Benefit Payment Control.
- ENFORCE**  
Provides court case management for overpayment accounts that are subject to legal action such as liens, garnishments, and prosecutions.
- INTELLIGENT FACT FINDING**  
Provides a web-enabled fact finding that leads adjudicators, claimants, and employer to consistent, quality determinations.
- NORM**  
New Overpayment Repository Management System  
Offers the total solution to process and maintain UI overpayments.
- RECOVER**  
Captures, tracks, and manages the recovery of overpaid UI benefits, while simplifying the workflow of staff responsible for recovering these debts.

## Our PRODUCTS

On Point Technology's solutions easily integrate with existing systems – in fact, we write all of the required interfaces and require minimal IT support.

By using On Point Technology's solutions, time to implementation is shortened because our software is packaged. It's already written and can be rapidly deployed. The functionality of our package software can easily be configured to address needs that are unique to your state. Compared to custom development, this is a far superior solution with faster implementation and lower expense.

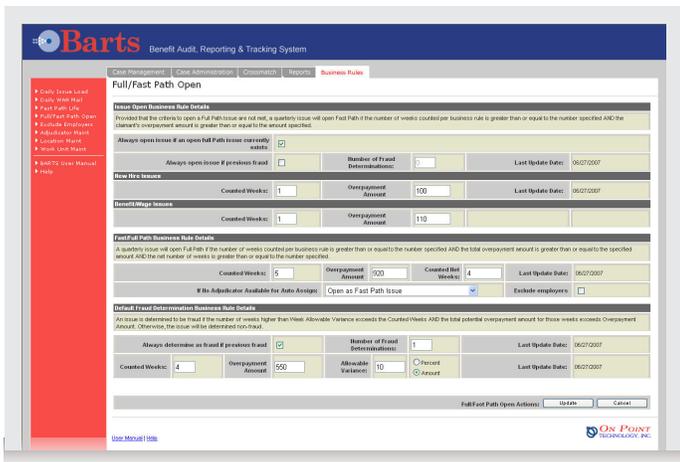
### Flexible and Require Minimal Agency IT Resources

On Point Technology software solutions can easily fit into your existing IT plans. Our solutions provide a powerful tool with a big quick payback on investment. They can easily be implemented as part of, or separate to, long-term unemployment insurance modernization projects. On Point Technology specialists handle the implementation, so the impact on IT resources is minimal. The software easily integrates with existing systems – in fact, On Point Technology writes all of the required interfaces. By requiring minimal agency IT support during the process, we free your IT team to focus on other mission critical initiatives.

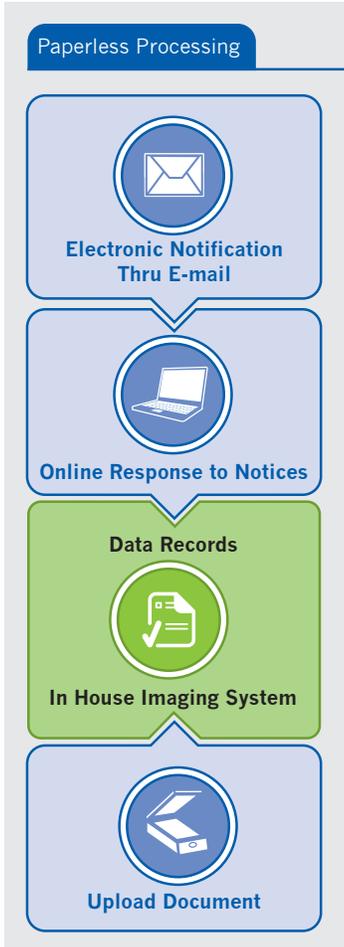
### Easy Graphical User Interfaces

On Point Technology's unified graphical user interface supports the knowledge worker concept.

- Delivers a consistent look and feel for the end user.
- Provides a graphical design based on current Internet browser standards.
- Ensures a higher level of integration.
- Allows for a modular approach that can support separate applications.
- Includes keystroke shortcuts for high-volume transaction processing.
- Builds upon an expandable and adaptable system architecture.



# Our PRODUCTS



## Paperless Processing

On Point Technology’s software products have been integrated with multiple scanning and imaging solutions. They provide the convenience and cost savings of paperless processing.

## Superior Product Support

Each of On Point Technology’s products is covered under our Assurance & Certification Program (ACP), which ensures system availability and dependability, optimizes the return on your investment in On Point Technology products, improves organizational processes, and ensures that you achieve your project goals. Our customer support is second to none and is available via telephone, e-mail and online (customer portal). More information about On Point Technology’s customer support (ACP) is provided in this proposal.



## Our METHODOLOGY

RUP is the de facto industry standard methodology in software development that is used by the leading global consulting firms and software developers world-wide.

### Benefits of the Rational Unified Process (RUP)

- Delivers the system in iterations (small increments).
- Delivers functionality to users faster and more frequently.
- Provides greater control over the amount of change that each release introduces into the user organization.
- Issues can be addressed early in the process – keeps project on track.
- Requirements can be adjusted during the process – greater flexibility to adapt.
- Architecture decisions can be made early in the process.

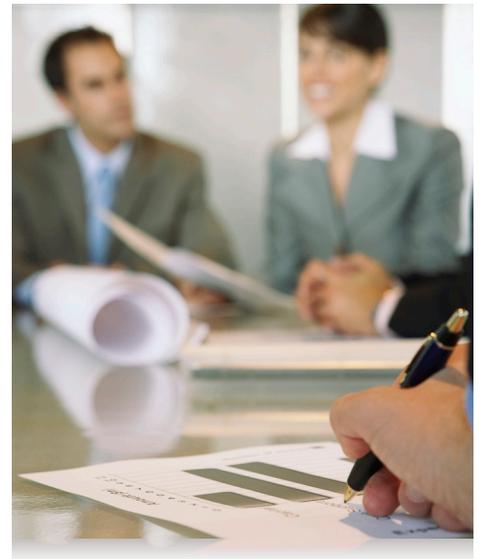
Software development requires addressing business objectives, managing risk and overcoming constraints to successfully deliver a solution that meets the needs of the end-users. It is a complex process and that is why On Point Technology utilizes a highly disciplined and adaptable process framework to effectively manage our clients' projects. On Point Technology uses the Rational Unified Process (RUP) as its primary development methodology in building its software products.

RUP standardizes the system development approach and process to ensure consistency across all disciplines and applications during development. RUP is an iterative software development process framework that divides the software development process into a series of incremental releases, with each release expanding on the breadth of system capabilities. With this approach, On Point Technology segments the scope of your agency's solution into manageable units of work/functionality, and then organizes these units into a release roadmap.

### A Disciplined Methodology

RUP provides a highly disciplined approach to assigning tasks and responsibilities within a development organization, and provides every team member with easy access to very specific guidelines, templates, and tools for all critical development activities. RUP provides detailed standards and methods for each area of development to ensure that all members of the project team are using the same protocols, which provides consistency across all areas of development regardless of who is working on each task.

RUP is an adaptable process framework that can be tailored for each specific project. It has an underlying object-oriented model that uses Unified Modeling Language (UML).



# Our METHODOLOGY

## Based on Principles and Best Practices

RUP is based on a set of software development principles and best practices, specifically:



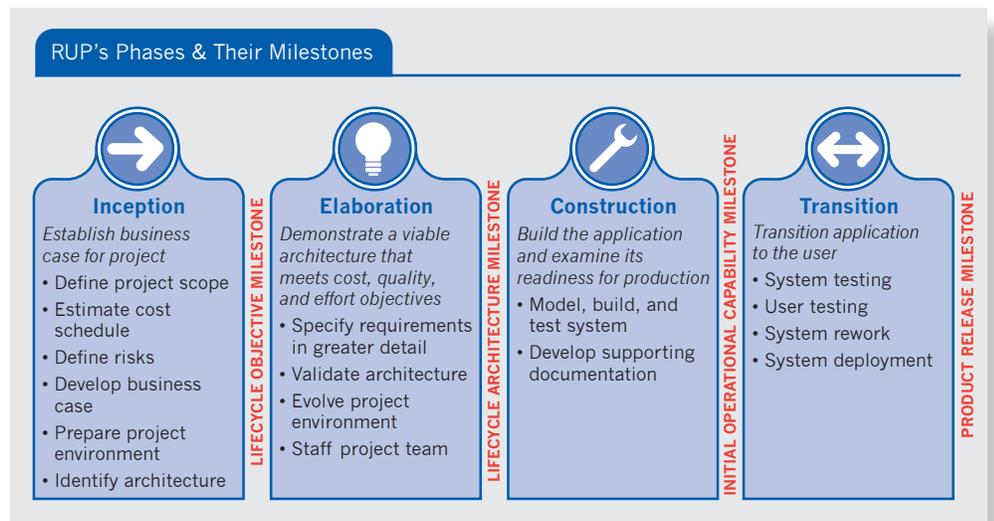
- **Develop software iteratively:** Requirements will often change throughout a product's lifecycle as our customers' needs and regulatory environment change. Iterative development allows On Point Technology to continue to incorporate the best practices and latest technical solutions into our products. Iterations of our software products appear as executable releases and are packaged as Hot Fixes, Service Packs, and Point Release Upgrades.
- **Manage requirements:** On Point Technology has a dedicated business team of experienced unemployment insurance professionals who are responsible for scoping our product requirements. We are concerned with meeting the needs of the end users of our products by identifying and specifying what they need and staying in touch with the customer in order to identify when those needs change. During a product implementation phase, our Configuration Document captures the requirements necessary to successfully implement our product in a customer's environment.
- **Use component-based architecture:** Component-based architecture creates a system that is easily extensible, intuitively understandable and promotes software re-use. A component often relates to a set of objects in object-oriented programming. By developing iteratively, it is possible to gradually identify components which can then be developed, bought, or reused. The quality of On Point Technology's products is directly related to our ability to re-use components across our entire product line.
- **Visually model software:** Abstracting programming from its code and representing it using graphical building blocks is an effective way to get an overall picture of a solution. A model in this context is a visualization, and at the same time, a simplification of a complex design. On Point Technology uses the Unified Modeling Language (UML) to model use-cases, class diagrams, and other RUP artifacts.
- **Verify software quality:** RUP assists in planning quality control and assessment by building it into the entire process and involving all members of the team. On Point Technology does have a dedicated quality assurance team, which also serves as the primary contact during the ACP. Each person involved in the delivery of our software products is responsible for meeting the expected level of quality and we have several quantitative measures that measure our quality.

# Our METHODOLOGY

- **Control changes to software:** In all software projects, change is inevitable. RUP defines methods to control, track and monitor changes. We have also utilized numerous other software tools, including the build tool, NAnt, and Microsoft's SharePoint Portal, to augment the RUP methods.

## The RUP Phases

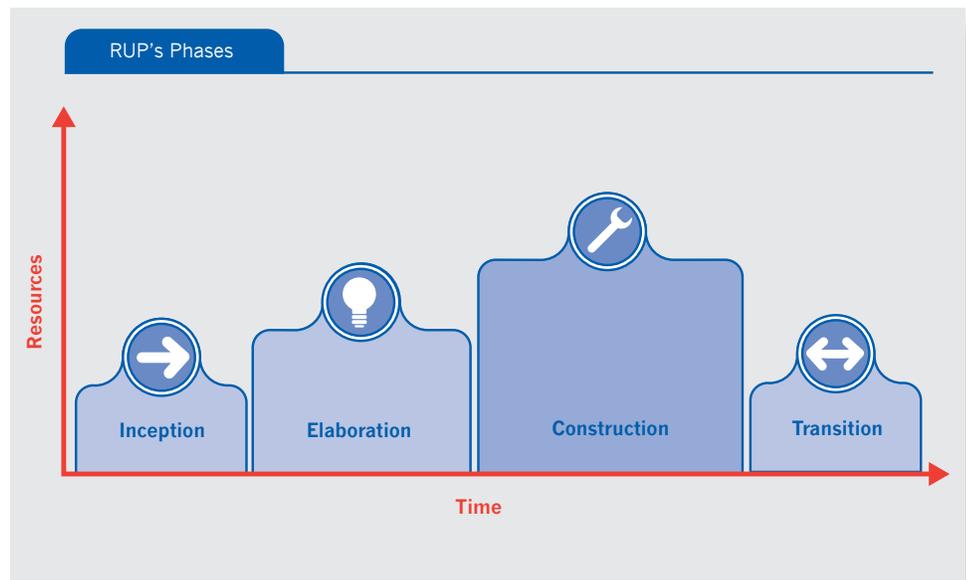
RUP consists of four phases, which are executed sequentially. RUP is based on sound software engineering principles and provides several mechanisms to provide client/management visibility during the development process, such as relatively short-term iterations with well-defined goals and go/no-go decision points at the end of each phase. The conclusion of each phase represents a major milestone that involves a review of the project's progress and viability.



# Our METHODOLOGY

## Typical Size Breakdown of RUP's Four Phases

Typical RUP projects spend approximately 10% of time in Inception, 25% in Elaboration, 55% in Construction and 10% in Transition, although these figures can vary from project to project.



## Disciplines and Work Flows

RUP is based on a set of building blocks, or content elements, describing what is to be produced, the necessary skills required, and the step-by-step explanation describing how specific development goals are achieved. The main building blocks, or content elements, are the following:

- **Roles (who)** – A role defines a set of related skills, competencies and responsibilities.
- **Work Products/Artifacts (what)** – A work product represents something resulting from a task, including all the documents and models produced while working through the process.
- **Tasks (how)** – A task describes a unit of work assigned to a Role that provides a meaningful result.

## Our METHODOLOGY

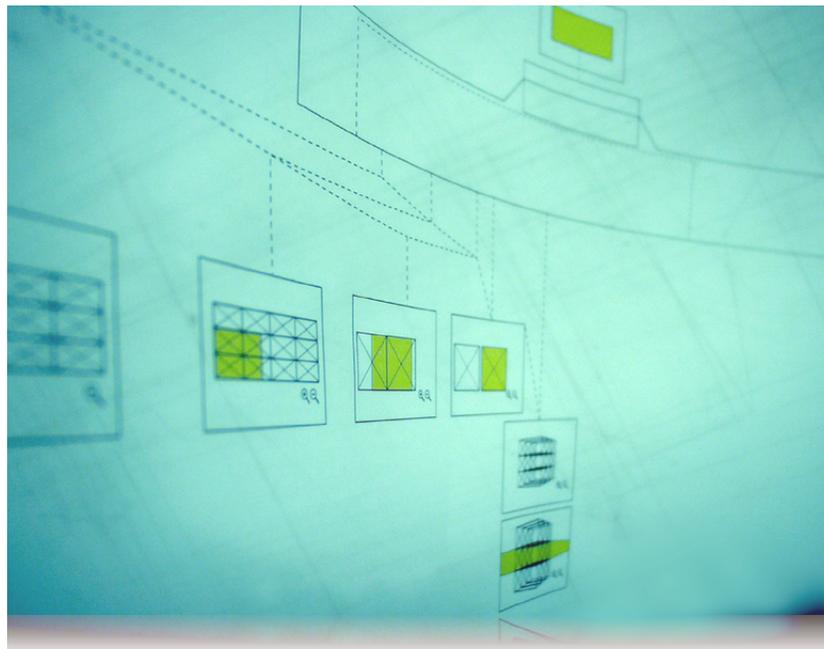
Within each iteration, the tasks are categorized into nine disciplines:

### *Engineering Disciplines:*

- Business modeling discipline
- Requirements discipline
- Analysis and design discipline
- Implementation discipline
- Test discipline
- Deployment discipline

### *Supporting Disciplines:*

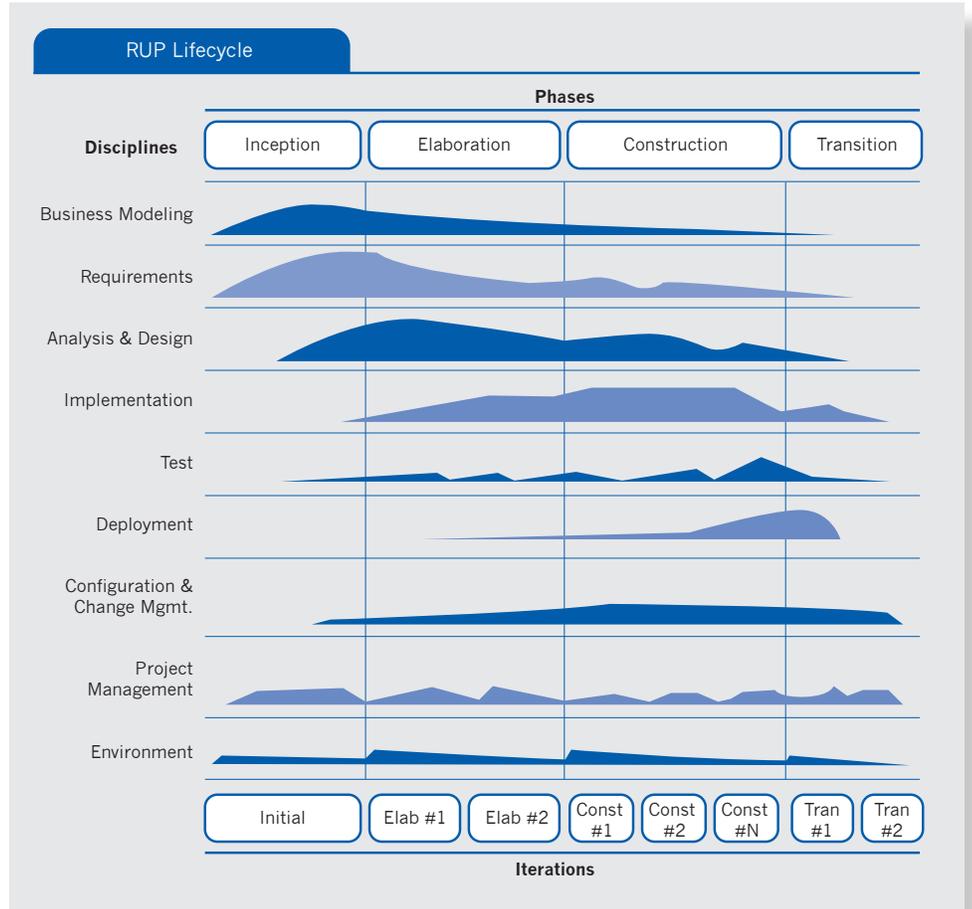
- Configuration and change management discipline
- Project management discipline
- Environment discipline



# Our METHODOLOGY

## The Rational Unified Process (RUP) Lifecycle

*The horizontal “humps” for each discipline provide a graphic representation of the effort for each discipline throughout the four phases. For example, you can see that a large portion of business modeling occurs in Inception.*



## RUP Benefits

RUP is centered around three areas: people, process, and tools/methods. It benefits from experience gleaned from software development projects worldwide. RUP emphasizes addressing high-risk areas very early, by rapidly developing an initial version of the system, which defines the architecture. It does not assume a fixed set of firm requirements at the inception of the project, but allows you to refine the requirements as the project evolves. RUP automates many of the tedious tasks associated with software development to accelerate the timeline. The main focus remains the software product itself and its quality, which helps ensure a high quality end product, and a project that is completed on time and on budget.

# appendix A

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## Product Brochures

The following brochures provide a comprehensive overview of each of the configurable software applications.

- Exhibit I - Aware Enterprise brochure
- Exhibit II - Barts brochure
- Exhibit III - Recover brochure
- Exhibit IV - Enforce brochure
- Exhibit V - Norm brochure
- Exhibit VI - Intelligent Fact Finding brochure

## TURN YOUR WORKFORCE DATA INTO INDUSTRY INTELLIGENCE WITH **AWARE ENTERPRISE**

On Point Technology now offers an enterprise-wide industry intelligence solution that will provide you with the technology, tools, and consultation to capture and consolidate all of your active and historical data into a single repository. This will enable your organization to efficiently store, manage, and analyze 100% of your enterprise data. Having access to this information will then empower end users to turn the raw data into industry intelligence. Putting this tool on their desk allows them to uncover clues and patterns indicative of organized fraud. Built on military operations technology, Aware Enterprise's innovative InfoBase is the next generation industry intelligence solution.



### **WHAT MAKES AWARE ENTERPRISE UNIQUE?**

Unlike traditional relational databases, Aware Enterprise is a pattern recognition database. This allows you to accomplish tasks that were previously thought to be impossible.

- » Eliminates data schemas, logical data models, indexes, and foreign keys
- » Stores each unique data item once and only once
- » Supports de-normalized data
- » Uses up to 50 times less storage space

 **AWARE ENTERPRISE INCLUDES FRAUDIT**

**FraudIT** provides advanced queries and analytics via pre-programmed “one-click” audits. Utilizing Aware Enterprise’s combined data repository, FraudIT allows users the ability to interrogate data from disparate data sources in order to uncover clues and patterns indicative of organized fraud. FraudIT offers several distinct sub-modules with customized one-clicks for specialized fields such as UI Benefits, UI Tax, and Workers’ Compensation. FraudIT’s functionality extends into Aware Enterprise’s other tool, Workforce Reporter.

 **AWARE ENTERPRISE INCLUDES WORKFORCE REPORTER**

**Workforce Reporter** provides sophisticated queries and analysis of all your program data. It performs queries across multiple data sources, aggregates your data, and lets you navigate through the information in real time. It allows you to explore your data with drill-down techniques and save both the queries and the results at the conclusion of your ad hoc search. Unlike traditional “data malls” Workforce Reporter eliminates the need for your IT department to write queries. Your users and super users are now empowered to immediately generate reports and quickly transform raw data into actionable industry intelligence.

 **LEVERAGE EXISTING IT INVESTMENTS**

Aware Enterprise integrates with:

- » Business Intelligence Tools: Business Objects, COGNOS, Microstrategy, Crystal Reports, and Oracle
- » Data Analysis Mechanisms: SQL over ODBC; supports native database SQL (Oracle & Sybase)
- » Third-party Microsoft Applications: ADO.NET

 **ON POINT TECHNOLOGY IS YOUR UI KNOWLEDGE NETWORK™**

As the only solution provider managed by former SWA professionals, On Point Technology sets the standard in UI solutions. For more than a decade, we’ve delivered unmatched technology and expertise in all facets of UI programs including benefits, tax, adjudication, overpayments, and fraud prevention and detection.

## IMPROVING UNEMPLOYMENT INSURANCE INTEGRITY WITH BARTS

With more than a decade of proven success and ten state installations, Barts (Benefit Audit, Reporting and Tracking System) is the only package software product that helps State Workforce Agencies (SWA) prevent, detect, and process both fraudulent and non-fraudulent Unemployment Insurance (UI) overpayments. Barts performs multiple types of audits and automatically manages cases, streamlines the adjudication process, and reduces paperwork for agency staff, claimants, and employers. It increases the overall efficiency, productivity, and reliability of UI programs.

With Barts, the State of Washington identified \$1.74 million dollars per investigator and cases handled per investigator increased 1,273%.

Barts is fully configurable to meet individual state laws and regulations, enabling states to dramatically increase their overpayment investigations with the same staff levels. Barts incorporates best practices across many state agencies and helps UI administrators to meet the new Government Performance and Results Act (GPRA) goals.



### THE BENEFITS OF BARTS ARE QUICKLY VISIBLE – AND MEASURABLE:

- » Automates State and National New Hire reporting processes
- » Dramatically improves overpayment detection rates
- » Enables timely, proactive investigations, which eliminates case backlog
- » Automates stops, overpayments, and adjudication data
- » Supports all issues arising from crossmatch investigations
- » Provides a full range of intuitive, easy-to-read management reports to monitor your fraud activities and cases



### BARTS DELIVERS INCREASED PRODUCTIVITY – NOT INCREASED WORKLOAD

Barts completely automates more than 50% of overpaid audit cases and allows staff to resolve an additional 40% of cases with just a short time on the telephone. Barts fully supports the remaining 10% of cases that require personal attention.

# **BARTS**

AN ON POINT TECHNOLOGY SOLUTION

**Barts ROI – Costs are recovered in a matter of weeks through Trust Fund savings.**



## **EVERYONE BENEFITS FROM BARTS**

Agents, claimants, and employers all benefit from significantly reduced paperwork, streamlined processes, and better quality control with the multi-faceted tools within Barts:

### **Benefit Payment Control**

- Improve overpayment collection rates
- Obtain actionable management reports
- Automate State and National New Hire reporting process
- Automate stops, overpayments and adjudication data
- Eliminate backlogs

### **Audit & Case Management**

- Automate audits (New Hire, Target, State Agency, ICON, and SESA Employment)
- Distribute case loads evenly
- Organize staff assignments
- Maintain case files electronically
- Check for repeat offenders
- Access employer information online

### **Investigation & Adjudication**

- Manage cases 24/7 with Web access
- Deliver customized reporting
- Track case history
- Record interview comments

### **Reporting & Tracking**

- Obtain audit statistics
- Compare period-to-period activity
- Track prosecutions
- Track time lapse in case life cycle
- Track government employees by agency
- ETA-227 Reports



## **SAVE WITH A FIXED-COST SOLUTION**

On Point Technology makes a commitment to managing the project – NOT the budget. From tailoring the software based on your agency regulations to training agency staff, On Point Technology remains by your side to ensure your confidence and success.



## **ON POINT TECHNOLOGY IS YOUR UI KNOWLEDGE NETWORK™**

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**YOUR BIGGEST UI CHALLENGES CAN BE RESOLVED  
CONTACT ON POINT TECHNOLOGY TODAY FOR EXPERT INSIGHTS  
IN MANAGING YOUR UI PROGRAM.**

866.482.0189

[info@onpointtech.com](mailto:info@onpointtech.com)

[www.onpointtech.com](http://www.onpointtech.com)

YOUR UI KNOWLEDGE NETWORK™

# RECOVER

AN ON POINT TECHNOLOGY SOLUTION

## INCREASE COLLECTIONS SPEED AND COMPLIANCE WITH RECOVER

Recover offers State Workforce Agencies (SWAs) a better way to recover overpayments and manage collections. Recover captures, tracks, and manages the recovery of overpaid Unemployment Insurance (UI) benefits, while simplifying the workflow of staff responsible for recovering these debts. With minimal SWA resources, Recover can help your agency operate at a whole new level and achieve unmatched performance in these key areas:

### STREAMLINE EFFORTS WITH RECOVER

- » Generate all collection correspondence and billing notices automatically and view them as necessary, thereby eliminating file folders and paper documents. Link Recover to your imaging system to give you access to returned documents.
- » Synchronize benefit systems data – no matter how disparate – into organized, easy-to-read data screens, thereby providing agency staff with quick access to an understandable summary of an account.
- » Assign delinquent accounts automatically to collection specialists or outside collection agencies.

### INCREASE SUCCESS RATES

- » Automation and cutting-edge tools give agents more time for proactive collections.
- » Interface your wage record files with State and National New Hire Directories so Recover can monitor overpaid claimants who have returned to work or moved to a new location.
- » Online reports help you measure recovery statistics, account activity, staff performance, and more to reveal further areas for improvement.

### PROMOTE UI COMPLIANCE

- » Recover instills thorough record-keeping and progressive action to control 100% of overpayment cases.
- » Configured to your state's unique laws and regulations, Recover ensures comprehensive documentation imperative for compliance.

On Point Technology's Business Analysts will deliver industry-wide best practices that are tailored to your regulations and are configurable based on business rules. With maximum use of automation, an account can be processed by way of one of the following paths.

# RECOVER

AN ON POINT TECHNOLOGY SOLUTION

Recover secures the integrity of your trust fund by recouping overpayments faster and more effectively.



## IMPLEMENTING RECOVER CAN ALLEVIATE U.S. DEPARTMENT OF LABOR SCRUTINY

The current state of UI trust funds will likely lead to intensified scrutiny by state and federal officials of collection effectiveness at SWAs. States that do not collect overpayments efficiently could be subject to unwanted criticism and corrective actions. More importantly, Recover will enable states to increase the administrative dollars available for benefit payment control activities under new regulations.

## SAVE WITH A FIXED-COST SOLUTION

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## ON POINT TECHNOLOGY IS YOUR UI KNOWLEDGE NETWORK™

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# ENFORCE

AN ON POINT TECHNOLOGY SOLUTION

## MANAGE LEGAL ACTIONS WITH ENFORCE

Enforce is a valuable tool which State Workforce Agencies (SWAs) can utilize to improve productivity and modernize operations. Enforce automates the complicated and labor-intensive efforts associated with civil and criminal prosecution cases.

Built exclusively for Unemployment Insurance (UI) programs, Enforce is the only case management tool to support wage garnishment, lien, and civil/criminal prosecution efforts. Enforce gives agency staff a facility to efficiently pursue these legal responsibilities:

- » Manages cases and workflow through the application of configurable business rules
- » Creates electronic documents for courts, employers, and others
- » Provides real-time and ad hoc reporting capabilities
- » Coordinates staff activity using automated task assignments
- » Provides automated and manual selection of cases and assigns jurisdictions
- » Digitally archives legal case documents and information for attorneys and other interested parties



**ON POINT TECHNOLOGY, INC.** helps SWAs nationwide achieve modernization and performance goals with confidence – and within budget. Your UI Knowledge Network™ brings together devoted and dedicated SWA personnel and On Point Technology's experienced UI professionals to configure and deploy Enforce to the specific needs of your state. Enforce benefits other stakeholders in the UI program, including tax-paying employers and eligible claimants, by preserving your UI trust fund balances.



### **EVERYONE BENEFITS FROM ENFORCE**

Modernize your operations by freeing your legal staff from routine clerical tasks with Enforce.

# **ENFORCE**

AN ON POINT TECHNOLOGY SOLUTION

**On Point Technology has helped SWAs modernize their operations from coast to coast. Call us today to learn how others have used On Point Technology's solutions to solve their challenges.**

**Improve compliance through robust management reporting.**

**Proactively monitor legal events and their calendar date deadlines.**

**Leverage On Point Technology's proven Fast Path™ processing.**

**Automatically generate civil action and criminal prosecution forms.**



### **SAVE WITH A FIXED-COST SOLUTION**

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## START MODERNIZING YOUR BENEFIT SYSTEMS TODAY WITH **NORM**

Traditionally overpayments are the last issue Unemployment Insurance (UI) modernization projects tackle. Running short of time and funds at the end of a modernization project means complex business issues such as overpayments are short-changed, with poorly designed functions and unsatisfactory results. On Point Technology has decided to rewrite the UI modernization playbook. Norm, the New Overpayment Repository Module from On Point Technology, brings clarity to the often-overlooked overpayments process.

### **THERE IS A BETTER WAY TO MANAGE OVERPAYMENTS**

Designed specifically for UI programs by experienced industry professionals at On Point Technology, Norm is the first and only standalone and integrateable overpayment repository module for UI.

By automating laborious activities such as the gathering of data, calculation of overpayments, and allocation of collections, Norm provides modernization benefits on multiple levels:

- » Calculates overpayments by week to support full reconciliation with benefit payments
- » Applies restitutions to claimant debt using configurable business rules
- » Calculates interest and assigns court costs, administrative penalties, and other fees
- » Integrates with adjudication and appeals decisions and redeterminations

 **YOUR UI KNOWLEDGE NETWORK™** now includes Norm, in addition to On Point Technology's other integrity solutions. At On Point Technology, we didn't just start by designing software for one State Workforce Agency (SWA) – we started with the vision of running our solutions in multiple states. That's why our package software has been designed from day one with configurable business rules and component modularity that results in higher quality software solutions, faster implementation timelines, and reduced surprises.

Increase your confidence in the integrity of your UI program by implementing a modern overpayment repository with Norm. Norm takes your operations to the next level of performance:



# **NORM**

AN ON POINT TECHNOLOGY SOLUTION

**Generate overpayments automatically through seamless integration with adjudication and appeals decisions and redeterminations.**

**Deliver real-time reports on collections efforts confirming activity and identifying areas for improvement.**

**Apply restitutions to claimant debt using configurable business rules.**

**Produce U.S. Department of Labor overpayment statistics.**

## **SAVE WITH A FIXED-COST SOLUTION**

On Point Technology makes a commitment to managing the project – NOT the budget. From tailoring the software based on your agency regulations to training agency staff, On Point Technology remains by your side to ensure your confidence and success.

## **ON POINT TECHNOLOGY IS YOUR UI KNOWLEDGE NETWORK™**

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YOUR **UI** KNOWLEDGE NETWORK™

# INTELLIGENT FACT FINDING

AN ON POINT TECHNOLOGY SOLUTION

**Is your agency exhausted from the effects of the recession?**

**Are you relying on inexperienced staff for adjudication?**

**Are your Quality & Timeliness standards slipping?**

## **YOU NEED INTELLIGENT FACT FINDING FROM ON POINT TECHNOLOGY**

- » Slash delays from disputed claims
- » Enhance productivity of inexperienced adjudicators
- » Create uniform decisions through consistent fact finding
- » Reduce appeals
- » Meet U.S. Department of Labor (DOL) Quality & Timeliness standards

## **DELIVER A MASSIVE AND IMMEDIATE BOOST TO PRODUCTIVITY WITH INTELLIGENT FACT FINDING FROM ON POINT TECHNOLOGY**

- » Non-issues are detected and eliminated. The business knowledge in Intelligent Fact Finding analyzes answers and, based on state law, can determine that no disqualification exists.
- » Only information pertinent to the resolution of the issue is gathered. Intelligent Fact Finding will present only questions relevant to the issue.
- » Intelligent question trees provide specific and objective answers from which to choose, and has minimal reliance on subjective free-form text. Consistent fact finding means uniform decisions.
- » Getting the right information and removing subjectivity will result in far fewer appeals.
- » Your agency will meet DOL standards with an increase in quality and timeliness of all disputed claims.
- » Intelligent Fact Finding will proactively address the current and future fact finding challenges that are facing your agency.

**SERVE CUSTOMERS BETTER WITH INTELLIGENT FACT FINDING!**

**THIS IS A PARTIAL LIST OF THE ISSUES THAT ARE INCLUDED IN INTELLIGENT FACT FINDING. THIS LIST CAN BE MODIFIED TO MEET YOUR STATE LAWS AND REGULATIONS.**

- » Quit
- » Discharge
- » Labor Dispute
- » Incarceration
- » Able
- » Available
- » Work search
- » Not unemployed
- » Seasonal employment
- » Suitable work
- » Bona fide vacation
- » School attendance
- » Self-employment
- » Corporate officer
- » Professional athlete
- » Between school terms
- » Maritime crew member
- » Registration
- » Union member
- » Earnings
- » Severance pay
- » Pension

**YOUR BIGGEST UI CHALLENGES CAN BE RESOLVED**  
**CONTACT ON POINT TECHNOLOGY TODAY FOR EXPERT INSIGHTS**  
**IN MANAGING YOUR UI PROGRAM.**

866.482.0189  
info@onpointtech.com  
www.onpointtech.com



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## References

**Alabama Dept. of Industrial Relations**  
Thomas Daniel  
UC Section Supervisor/BPC  
334-242-8806  
thomas.daniel@dir.alabama.gov

**Alaska Dept. of Labor & Workforce**  
Bill Kramer  
Asst. Director, Employment Security  
907-465-5927  
bill\_kramer@labor.state.ak.us

**Arizona Dept. of Economic Security**  
Dennis Green  
MIS Manager  
602-542-0538  
dennisgreen@azdes.gov

**Arkansas Dept. of Workforce Services**  
Don Denton, Esq.  
Associate General Counsel  
501-682-3250  
don.denton@aesd.arkansas.gov

**Colorado Dept. of Labor & Employ.**  
Vicki Smith  
UI Employer Services  
(303) 318-9084  
vicki.smith@state.co.us

**DC Dept. of Employment Services**  
Vera Riley  
Chief, Benefits Division  
202-698-5111  
vera.riley@dc.gov

**Kentucky Education Cabinet**  
Cheri Montgomery (Aware)  
State & Federal Ops. Administrator  
502-564-3240  
cheria.montgomery@ky.gov

Debbie Wash (Barts)  
BPC Manager  
502-564-2387  
debbies.wash@ky.gov

**North Carolina Employ. Sec. Comm.**  
David Canady  
UI Director  
919-733-1424  
david.canady@ncmail.net

**Tennessee Dept. of Labor & Workforce Dev.**  
Michael Thomason  
Assistant Administrator  
615-253-4809  
michael.thomason@tn.gov

**Washington Employment Security Dept.**  
Annette Taylor  
Chief Investigator  
360-486-3001  
ataylor@esd.wa.gov

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## Biographies

**Michael Lorsbach, President and CEO** – Mr. Lorsbach has over 30 years experience in UI and more than 20 years experience in information systems project management. He has extensive development experience in both the private sector and a number of state environments, and is deeply knowledgeable of all phases of project management. Prior to founding On Point, Mr. Lorsbach worked for the Illinois Department of Employment Security in technical, analytical, and supervisory roles. He also consulted to Fortune 500 companies in the design and implementation of order entry, personnel, payroll, banking, Automated Clearing House debit and other systems. Mr. Lorsbach is a graduate of Western Illinois University and Northwestern University Kellogg Management Institute.

**Mary Claire Sheehy, Vice President of Operations** - Ms. Sheehy joined On Point Technology in 2009 and has more than 27 years experience in leadership and project management. Her extensive experience in Systems Implementation, Relationship Management, Organizational and Process Effectiveness has resulted in the delivery of innovative technology solutions that have helped her clients solve their business challenges. Prior to working for On Point, she was a Sr. Manager for Financial Services North America at Accenture and was Director of Distribution Sales Support at Allstate Insurance Company. Starting at Allstate in the role of Systems Analyst, her career escalated rapidly. She gained invaluable experience as a Project Manager and Systems Director. Ms. Sheehy received her MBA from the Keller Graduate School of Management and a BA from Mundelein College of Loyola University, both in Chicago, Illinois.

**Robert Yokavonus, Vice President of Sales & Marketing** – Mr. Yokavonus joined On Point after seven years with Unisys Corporation, where he was the Director of Labor/Employment Security Solutions. A former Assistant Commissioner for the New Jersey Department of Labor, he spent 32 years managing every aspect of UI tax and benefits, workers' compensation, jobs and training services, industrial relations, disability insurance, and social security disability. In a parallel career, he spent 30 years as an adjunct professor in the business department of Middlesex County College. Mr. Yokavonus received MAs from both Rutgers University and Seton Hall University and a BS from Wilkes University.

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**Jerry Iyall, Vice President of Government Relations** – Mr. Iyall has more than 30 years of experience in all aspects of the UI program such as managing UI policy, legislation, and technology. Mr. Iyall was an executive with the State of Washington. His responsibilities included the Office of Special Investigations and Benefit Payment Control units and helped both of those organizations become recognized as national leaders. Mr. Iyall frequently represented Washington at NASWA UI Committee meetings and UI national work groups. He is known for his overall knowledge of the UI program management and his ability to get things done.

**Ron Burkhart, Vice President of Market Development** – Mr. Burkhart has more than 15 years experience delivering solutions as both a consultant and a technology executive. Prior to working for On Point, he was the Chief Financial Officer at Wealthsense, a venture-backed software company located in Chicago, and was Director of Information Technology at Doubleday Select/Doubleday Direct, Inc., a Bertelsmann Company. He started his career as a Senior Consultant with Andersen Consulting. Mr. Burkhart received his MBA from the Stern School of Business, New York University, and a BBA from the University of Notre Dame.

**Hit Mistry, Aware Product Manager** – Mr. Mistry has 15 years of experience developing Windows and web-based applications. As Aware Product Manager, Mr. Mistry is primarily responsible for the development and support of the product, in addition to the customer installation efforts. Since joining On Point Technology in 2001, he has also participated in the development of the Barts software product and the development of a Web-enabled benefit system for Washington D.C., Mr. Mistry received his BS from University of Illinois - Chicago.

**Pedro Rosa, Barts Product Manager** – Mr. Rosa has over 10 years of experience developing enterprise applications. He has performed as an application architect and a systems analyst for a variety of Fortune 500 companies, including Sears, Navistar and Pfizer. As Barts Product Manager, Mr. Rosa is primarily responsible for the development and support of the product in addition to the customer installation efforts. Since joining On Point Technology in 2002, he has led the development of the Barts software product and its installation in Arkansas, Kentucky and Washington D.C. Mr. Rosa received his BS from Northeastern Illinois University.

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**Norm Harelik, Business Analysis Manager** – Mr. Harelik has over 30 years experience in unemployment insurance and has been heavily involved with the development of all benefit-related systems implemented by the Illinois Department of Employment Security during that time. Since joining On Point Technology, Inc. in October, 2002, he has aided the development of our software products and participated in each customer installation. During his tenure with the Illinois Department of Employment Security, Mr. Harelik fulfilled a variety of roles including Claims Adjudicator, Manager of Internal Investigations, and a Supervisor of Benefit Systems. Mr. Harelik received his BS from the University of Illinois – Chicago.

**Ed Newman, Client Services Manager** – Mr. Newman has over 20 years of experience as a Project Manager. His project portfolio includes requirements definition, application design and development, and large-scale testing engagements. Mr. Newman has specialized in solutions for State Government and has an unbroken track record of success. He worked as a contractor for the Illinois Department of Employment Security for 17 years. Mr. Newman received his BA degree from Johns Hopkins University and a Project Management Certification from the Gartner Institute.

**Tana Hensley, Business Analyst** – Ms. Hensley has 25 years experience with the Commonwealth of Kentucky’s Division for Unemployment Insurance. During her tenure with Kentucky, Ms. Hensley functioned in numerous capacities in both tax and benefits. Her areas of expertise include interstate claims, internal audit and training. She began her career as an eligibility interviewer for unemployment insurance claims. Ms. Hensley joined On Point Technology in 2005 to assist our customers in the adoption of our software products. Ms. Hensley received her BA from Morehead State University.

**Woody Tucker, Project Manager** – Mr. Tucker has over 30 years experience with the UI program at the Virginia Employment Commission (VEC). His roles included UI Adjudicator, Office Manager, and Administrator. He became Chief of Benefits in 1984 and remained in that position until his retirement in 2005. For the last two years of his tenure at VEC, he was a member of the NASWA UI Committee. He’s also been active in many national UI projects and organizations such as GUIDE. Since joining On Point Technology in 2005, as part of the Business Analysis Team, he’s

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worked as a business process expert to ensure automated applications are properly meeting the business needs of UI agencies. Mr. Tucker received his BA from Randolph-Macon College.

**Becky Sperlazza, Project Manager** – Ms. Sperlazza has over 30 years experience in the UI program with the Virginia Employment Commission (VEC). Her roles included UI Adjudicator, Local Office Manager, and Regional Director. Prior to her retirement in 2007, she served as Acting Chief of Benefits and Project Manager for Virginia’s UI Modernization project. During her tenure at the VEC, she was a member of the NASWA Interstate Committee and served on many national UI projects in the areas of Benefit Payment Control, Eligibility Review, and Non-monetary Quality Performance. Since joining On Point Technology in 2007, as part of the Business Analysis Team, she’s worked as a business process expert to ensure automated applications are properly meeting the business needs of UI agencies. Ms. Sperlazza received her BS from Mary Washington College.

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## External Data Source File Experience

One of the requirements of the RFI is to pull data from external sources. Listed below are the types of data sources files that On Point Technology has loaded into existing applications.

- VSAM
- IMS
- Adabase
- DB2
- Sybase
- SQL Server
- Oracle
- Excel Spreadsheets (.csv)
- MS Access
- Fixed format and/or delimited ASCII files

In addition, we have integrated our applications with a wide variety of mainframe computers, servers, and imaging systems in order to remain consistent with existing client infrastructure installations, and Agency and State requirements.

# ASSURANCE & CERTIFICATION PROGRAM

AN ON POINT TECHNOLOGY SOLUTION

## EXCLUSIVE FOR ON POINT TECHNOLOGY CLIENTS: ASSURANCE & CERTIFICATION PROGRAM

Regardless of the industry, technology investments both large and small face three universal challenges: maximizing investment, driving performance, and keeping pace with ever-evolving technologies. The Assurance & Certification Program (ACP) is an exclusive service designed for On Point Technology clients to help overcome these and other challenges. Through enhanced, dedicated support and proactive monitoring of subscribers' On Point Technology solutions, the ACP helps State Workforce Agencies (SWA) ensure every dollar invested works toward the goals of the agency. No other company provides a program of this kind for their Unemployment Insurance (UI) solutions.

On Point Technology clients receive quality service and support ensuring rapid resolution to their product-related issues. The ACP service provides the assistance needed to ensure ongoing system performance and stability. The combined experiences and best practices of On Point Technology staff allow our ACP to maximize performance on multiple levels, exemplified by four facets: Security, Achievement, Flexibility, and Expertise.



### SECURE YOUR INVESTMENT

**Dedicated Support Team:** The ACP establishes a dedicated customer portal used to quickly track and resolve issues by securely monitoring your system. This portal is managed by a dedicated team of IT and UI support professionals readily available through direct phone, e-mail, and Web contact. Another way to maximize investment is to minimize down time. Under the ACP, should you experience a system malfunction or outage, On Point Technology will work with your team to confirm the issue, severity, and resolution as quickly as possible. For issues identified as high-urgency, work-stopping situations, On Point Technology is available on a 24x7 basis.



### **MAXIMIZE YOUR ACHIEVEMENTS**

**Point Release Updates:** As On Point Technology identifies and resolves UI challenges and updates for all SWAs, this leading-edge UI knowledge is shared as a Point Release Update to all ACP members, issued for states to implement at their discretion.



### **FLEX AS NEEDS CHANGE**

**Service Pack Releases:** To ensure your investment flexes to changing technology and business needs, the ACP schedules modernization and enhancement releases on a regular basis. These and all system updates are delivered securely over the Web, quickly, easily, and securely.



### **LEVERAGE PREMIER EXPERTISE**

**Proactive Technology:** If there is a technology enhancement made for the UI marketplace, it's being issued by On Point Technology. The company's solutions are designed by the top IT talent in the world, overseen by UI industry specialists.

**Upgrade Privileges:** The ACP entitles SWAs to beneficial pricing allowing states to upgrade to new solutions from On Point Technology as they become available.

The membership benefits of On Point Technology's exclusive ACP are significant. Secure your UI investment today and leverage *Your UI Knowledge Network™* with On Point Technology.



### **ON POINT TECHNOLOGY IS YOUR UI KNOWLEDGE NETWORK™**

As the only solution provider managed by former SWA professionals, On Point Technology sets the standard in UI solutions. For more than a decade, we've delivered unmatched technology and expertise in all facets of UI programs including benefits, tax, adjudication, overpayments, and fraud prevention and detection.



**YOUR BIGGEST UI CHALLENGES CAN BE RESOLVED  
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866.482.0189

[info@onpointtech.com](mailto:info@onpointtech.com)

[www.onpointtech.com](http://www.onpointtech.com)

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