



Operated by Southwest Business Development Consultants, LLC Funded by MBDA-U.S. Department of Commerce

## FWD Client Success Story

3<sup>rd</sup> Quarter – FY 2021

### Real Time Solutions, Inc.

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A former employee of Sandia National Laboratories (SNL), Steve Schroeder founded Real Time Solutions in 2000 to offer website development. Over the years, his company has expanded into offering content-management solutions to both government and industry.

Real Time Solutions (RTS) opened its doors as Real Time Sites in January 2000 with an innovative product that allowed website owners to update their websites with no technical skill required. Although the term had not yet been coined, this product was one of the earliest forms of the now ubiquitous 'Content Management System' (CMS). For website owners who were frustrated about having no control over their sites, RTS' CMS revolutionized website management. Not only did the CMS help increase business, it made doing business on the web more enjoyable.

Since 2000, RTS has grown from a small website provider to New Mexico's premier web-based business solutions company. In 2011, the company reflected its metamorphosis with a newly designed brand under the name of Real Time Solutions. Throughout the company's growth, RTS has continued its focus on providing relevant technical solutions that help customers reach their goals, while removing the frustrations that are typically found in technical products and services. Real Time Solutions has built more than 1,500 websites for customers over the past two decades, including numerous contracts with local businesses and with state, municipal and Tribal governments in New Mexico.



Each of RTS' products and services provide a powerful combination of stunning graphic design, robust technology, and comprehensive support. The benefit to customers is having a system that not only meets functional requirements but makes a lasting impression. Additionally, comprehensive support packages mean that customers have peace of mind knowing that help is available when needed.

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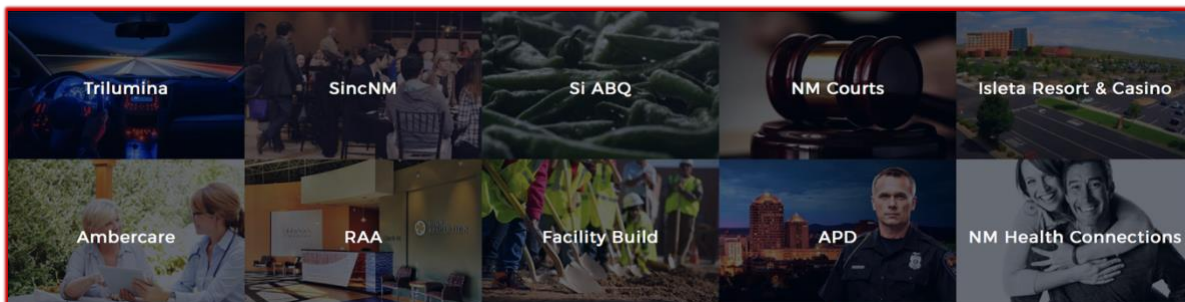
With over 20 years in business, Real Time Solutions has specialized in building websites and developing web-based software. RTS serves small business, government, enterprise, indigenous, and non-profit markets across the country. Real Time Solutions' strength lays in the caliber of its staff—educated, talented individuals who have extensive experience in web design and software development. The company currently employs 46 people at an 8,000-square-foot office near Old Town in Albuquerque, New Mexico.



### Recent News – GSA Schedule Contract Awardee

Mr. Steve Schroeder spent 21 years building Real Times Solutions from scratch into a top web design and management provider in New Mexico and now Real Time Solutions is poised to hit the federal circuit as a new General Services Administration (GSA) Schedule Awardee. According to the Albuquerque Journal the GSA awarded a five-year \$500,000 GSA Schedule contract to the company on February 10<sup>th</sup>, allowing any federal agency to now directly procure Real Time Solutions services without requesting bids from other companies. The award also allows state and local governments to buy RTS services through the GSA contract without a formal 'request for proposals,' streamlining the procurement process and potentially opening a lot more doors for the firm.

"Under the GSA contract, RTS can sell up to \$1 million in services to any single customer, with no limit on the number of customers that can procure contracts with RTS. The \$500,000 represents the minimum amount of total business that the GSA expects RTS will be able to do over five years," Schroeder said. RTS will use the GSA award to aggressively expand into more markets in other states. RTS has many customers in New Mexico, Texas and Colorado, with executive offices for virtual meetings in Denver and San Antonio. RTS is now ready and preparing to launch services in Phoenix, Arizona and the Southwest.





## New Mexico's Department of Health – COVID-19 Vaccine Registration Portal

[www.vaccinenm.org](http://www.vaccinenm.org)



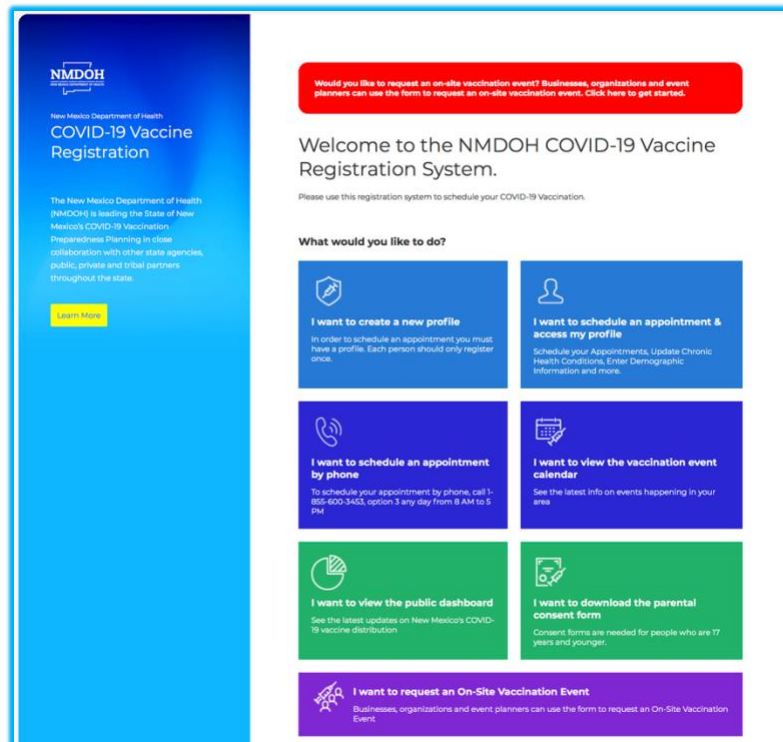
When you register for your COVID-19 Vaccination in New Mexico, who's on the other side of the screen ? RTS is.

"Now that I'm looking at all of the things that we've built in the four first months of the pandemic for the registration tool, it's pretty surreal," said Mr. Chris Schroder, Chief Operating Officer at Real Time Solutions (RTS), during an interview with Albuquerque KOAT Action 7 News.

Real Time Solutions is a NM small local technology company that partnered with New Mexico state leaders to build and roll out the VaccineNM.org portal. New Mexico is one of a few states with a centralized portal and the only state to use that technology for public registration and for health providers.

'Based on a location and their need for the New Mexico Department of Health (NMDOH) to fill an event, we can click on an event, see how many appointments they have requested us to fill and then we can send notifications based on a county, a radius or a Zip Code,' Schroder said.

The Department of Health uses this data to plan their operations and their mobile vaccination clinics in the hope to help keep New Mexico at the front of the pack in vaccinations.



Mr. Chris Schroeder during the KOAT 7 News interview stated that, "New Mexico is our home. This is personal for us in a sense that we really want our fellow businesses, our restaurants, our hotels to open back up and the way we do that is by getting vaccinated, getting our population vaccinated and Real Time Solutions is leading the way for New Mexico and the Country.



## Real Time Solutions (RTS) - Core Competencies include:

- Graphic Design
- Website Design
- Mobile Optimization
- User Interface Design
- Marketing Collateral
- Logo Design
- Branding
- Social Media Marketing
- SEO Marketing
- Software Development
- Analysis/Design
- Project Management
- Content Management (CMS)
- Document Management
- eCommerce
- Web-Based GIS Apps
- Mobile Apps
- COTS applications

### **Certifications:**

Small Disadvantaged Business (SDB)  
HUBZONE, August 2006  
MBE - Southwest Minority Supplier Development Council  
GSA Schedule Contract Awardee

### **New Mexico Statewide Price Agreement:**

#90-00000-19-00065BX

### **NAICS Codes:**

- 511210 – Software Publishers
- 541511 – Custom Computer Programming Services
- 541512 – Computer Systems Design Services
- 541513 – Computer Facilities Management Services
- 541519 – Other Computer Related Services
- 541613 – Marketing Consulting Services
- 541618 – Other Management Consulting Services
- 611420 – Computer Training



## Products and Services:



### **realSites**

You're going to love your site!

For commercial, government, and non-profit organizations, realSites offers the best web design and development experience. Stunning design will ensure that your organization stands out among the competition, and our easy-to-use content management system gives you total control of your site.

Take your site to the next level with realSites' mobile technology. Our mobile platform puts your site in the hands of users on-the-go—allowing your website to work for you wherever, whenever.

## Partial Client List:

### **State of New Mexico**

- New Mexico Governor's Office
- New Mexico Lt. Governor's Office
- Department of Transportation
- Department of Health
- Children, Youth, and Families Dept.
- Higher Education Department
- Department of Finance and Administration
- Department of Homeland Security and Emergency Management
- General Services Department



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### realFile

Get organized and get back to business!

For management seeking to bring order to chaotic office operations, realFile, electronic document management, offers the most secure and worry-free solution on the market. With realFile, gone are the days of cluttered filing rooms and misplaced documents—your files are always at your fingertips, just a secure login away.

realFile integrates seamlessly into your operation, working in the background to bring you peace of mind and ease of access.



### realMap

Put your organization on the map!

For organizations looking to bring information to the web through mapping, realMap offers a web-based GIS tool which outperforms and is more dependable than other brands. realMap is built on a state-of-the-art infrastructure and is flexible to accommodate your needs—from displaying spatial data to integrating field devices and external services.

realMap brings mapping to the web in a robust, dynamic, and interactive way.



### realApps

Technology working for you!

For organizations struggling to meet goals and initiatives, realApps delivers the tools to achieve success. realApps eliminates the risks and costs associated with software development. As Commercial-off-the-Shelf (COTS) products, realApps is fully developed and ready to implement, but can be customized to meet organizations' unique needs.

realApps mobile apps offer a transformative new way to do business-on-the-go convenience with all the power and flexibility of a comprehensive system.

- Secretary of State
- Department of Information Technology
- Regulation & Licensing Department
- Department of Aging & Long-Term Services
- Board of Nursing
- Human Services Department
- Children's Cabinet
- State Personnel Office
- State Land Office
- Child Abuse & Neglect Citizen Review Board

### Local Government

- Sandoval County, NM
- Bernalillo County, NM
- Apache County District 2
- City of Albuquerque, NM
- Albuquerque Convention Center
- Albuquerque Bernalillo County Water Utility Authority
- Albuquerque Economic Development
- Town of Clayton, NC
- Grand Junction, Colorado Housing Authority

### Chambers of Commerce

- Albuquerque Economic Development
- Greater Albuquerque Chamber of Commerce
- Albuquerque Hispano Chamber of Commerce
- Hobbs Chamber of Commerce
- American Indian Chamber of Commerce of New Mexico

### Commercial

- Santa Ana Star Center
- Atrisco Oil and Gas
- Holmans USA
- Kirtland Credit Union
- Route 66 Casino – Pueblo of Laguna
- Pueblo of Isleta Resort & Casino
- Laguna Burger
- Route 66 RV Resort – Pueblo of Laguna



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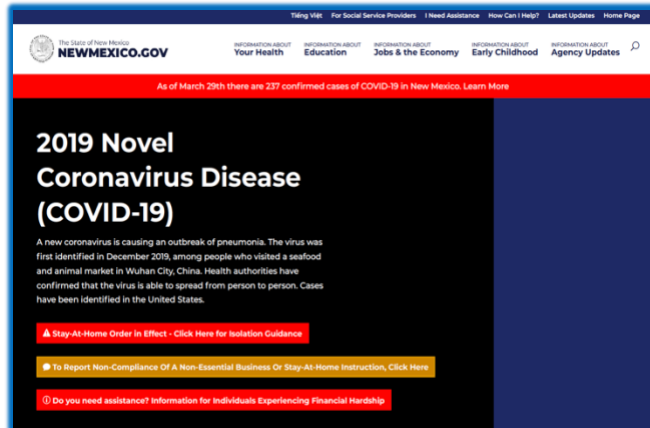
## Current & Past Performance

### State of New Mexico Portal

[www.newmexico.gov](http://www.newmexico.gov)

Governor Michelle Lujan Grisham has declared a state of public health emergency in New Mexico as a result of the novel coronavirus disease (also known as COVID-19). In the midst of this unprecedented public health crisis, the negative impact to the economy has caused many individuals and families to suffer severe financial difficulties. The state and private companies have taken measures to mitigate financial hardship and the state is diligently working to identify additional sources of relief and to advocate for a full measure of federal support.

RTS Provided the State of New Mexico a state-of-the-art website to give the latest COVID-19 news & developments, stay at home instructions, resources for businesses and families, Coronavirus Health and Information Hotlines and latest updates for your Health, Education, Jobs and the Economy.

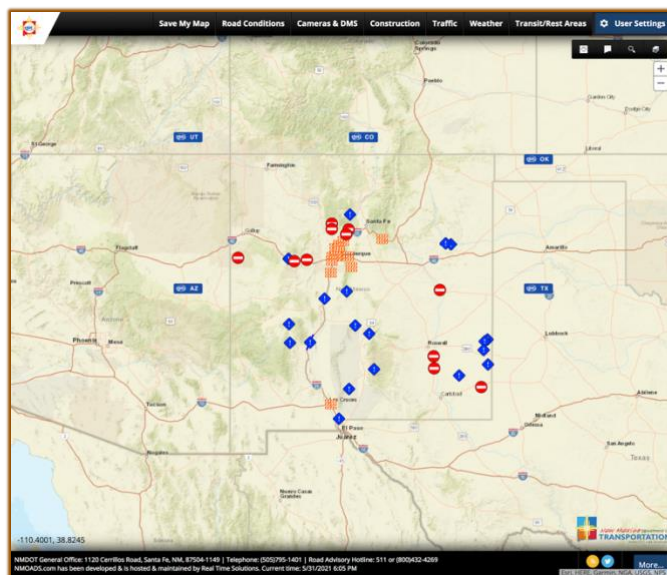


For over 16 years, Real Time Solutions has worked with government organizations across the country to streamline services online. The content management system, Real Content, is the go-to CMS for the State of New Mexico, supporting many large departments. Using RTS off the shelf software products, you can eliminate redundant requests and move services online.

### NM Roads – The New Mexico Road Advisory System (NM DOT)

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

Real Time Solutions provides the road advisory system for the State of New Mexico. This application was developed in Adobe's Flex technology along with ESRI's GIS technology. DOT staff at the six districts input road advisories and the public is able to see the advisories in real time through an intuitive mapping interface. Real Time Solutions has held this contract since 2007. Video is incorporated into the map, along with dynamic message signs, traffic congestion, ability to subscribe to text messaging alerts, and much more.



This application was presented an award among the GIS community in July of 2009 for its innovation, creativity and leadership. The Special Achievement in GIS (SAG) award was presented by ESRI.

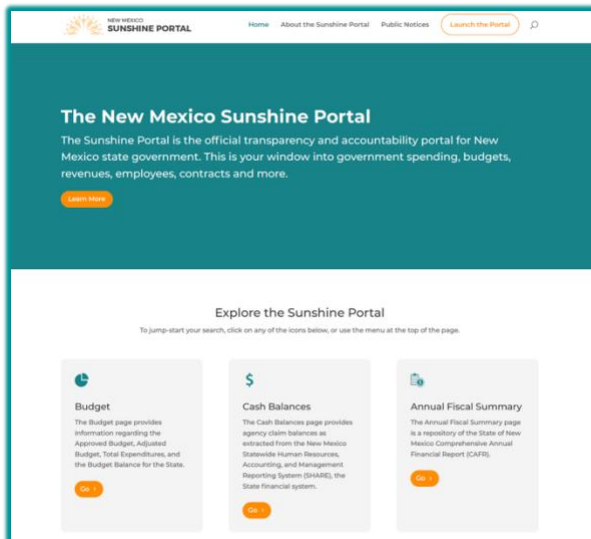
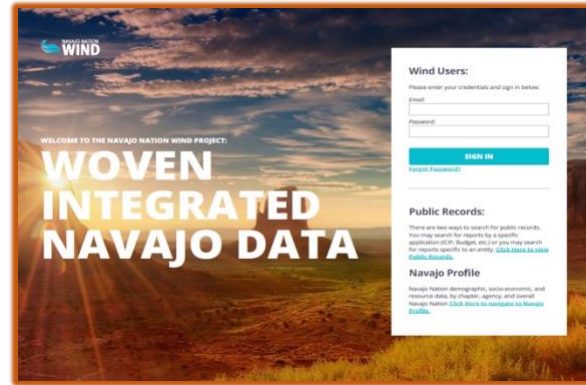
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## WIND: Woven Information of Navajo Data (NN DCD) [www.wind.enavajo.org](http://www.wind.enavajo.org)

RTS developed the Woven Information of Navajo Data (WIND) application that is used across the Navajo Nation. This application is primarily a capital improvement, project authorization, and project administration system with a GIS mapping element. The application is developed in .net. This is a good example of RTS' skills for building applications. RTS has been operating the WIND application since 2006.



## New Mexico Department of Information Technology – Transparency Portal [www.sunshineportalnm.com](http://www.sunshineportalnm.com)

Real Time Solutions developed an accountability and transparency portal for the State of New Mexico. The portal provides information on the state cash balances, investment accounts, budget, purchases, revenue, capital projects, employee salaries, and information on local education providers. The website for this application is hosted and maintained by Real Time Solutions.

The Information presented on this portal comes from numerous data sources, including the Statewide Human Resource, Accounting and Management Reporting (SHARE) system, the State Land Office, the

Department of Finance and Administration, and the State Investment Council. SHARE is the state of New Mexico's financial and human resource computer system.

**Navajo Nation Division of Community Development – Budget** The Division of Community Development (DCD) implemented an automated budgeting system in 2003 and it is in use today. The application allows DCD staff to input the budget allocations for DCD departments as well as the 110 Chapters at the Navajo Nation. Once the allocation is completed Chapter officials go online and allocate their budget based on Chapter needs. Upon completion the budget is submitted to the LGSCs for review and approval. This has greatly enhanced the timeliness of completing budgets.



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### **Navajo Nation Division of Community Development - Rural Addressing**

The Division of Community Development (DCD) is tasked with giving every residence at the 110 chapter's addresses. This is important for emergency responses. RTS provided a mapping solution so Chapter officials are able to zoom into their respective areas and identify the residences in their community and assign addresses and name roadways.

### **Navajo Nation Department of Workforce Development (NDWD)**

RTS developed a workforce developing tracking system for NNDWD which uses realFile as the repository for all documents. This is a real improvement from sending files throughout the Navajo Nation for approvals. The workflow element of the application assures documents are routed properly and alerts are in place in the event action is not taken promptly.



Navajo Nation Department of  
**Workforce Development**

**Four Winds Diversified (FWD)** teaming partner Mr. Russell F. Pedro of Data Management of New Mexico has been working with Mr. Steve Schroeder, President, Mr. Chris Schroeder, Chief Operating Officer and Mr. John Schroeder, Director of Business Development at Real Time Solutions for over the past decade through past affiliations with the New Mexico Native American Business Enterprise Center (NMNABEC) a, MBDA Funded Business Center, as well as, the American Indian Chamber of Commerce of New Mexico were they successfully created website and design services.

Real Time Solutions (RTS) is currently building our Four Winds Diversified (FWD) website to provide comprehensive and innovative training modules and applications for our Clientele. Our FWD team has been successfully referring clientele to Real Time Solutions for Web Development and online solutions with their robust selection of products and services. Mr. John Schroeder, Director of Business Development participated in our FWD Project Webinar titled: "Developing a Powerful Capabilities Statement and Marketing to Government Buyers."

**Four Winds Diversified (FWD)** teaming partner, Mr. Russell F. Pedro of Data Management of New Mexico, is currently in the process of nominating Mr. Steve Schroeder and his team at Real Time Solutions (RTS) for the 2021 MBDA National Minority Enterprise Development (MED) Week Award category of '*Minority E-Commerce Firm of the Year*'.