BAREX
TECHNOLOGIES LLC

# Experienced. Dependable. Focused.

Barex Technologies is an 8(a) Economically Disadvantaged Women-Owned Small Business (EDWOSB), focused on Help / Service Desk, Enterprise Resource Planning (ERP), Commercial off-the-shelf (COTS) products, and Custom Developed Solutions. Let Barex assist you with your mission critical Information Technology initiatives.

Human Capital Management & Engagement

Service Desk Management (ITSM)
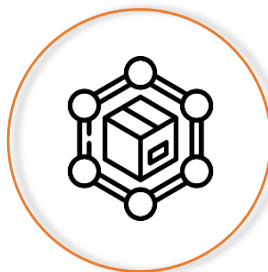
Supply Chain Management & Integration

Financial Systems Management, Planning, & Analysis

CRM & Customer Experience

- Small Business Administration 8(a) Certified
- GSA 8(a) STARS-III Contract #: 47QTCB22D0137
- GSA MAS Information Technology 54151S Small Business Contract #: 47QTCA21D004Q
- Top Secret Facility Clearance
- CMMI for Services, Maturity Level 3
- ISO 9001:2015; ISO/IEC 27001:2013; ISO 20000-1:2018

SBA 8(a) Certified

GSA

bsi. ISO 9001 Quality Management | ISO/IEC 20000-1 Information Technology Service Management | ISO/IEC 27001 Information Security Management

CMMI SVC /3

ORACLE PartnerNetwork

SAP Partner

SCALED AGILE PARTNER BRONZE

aws

partner network

Microsoft Azure

United States Census Bureau

Decennial Applicant Personal Payroll System Support (DAPPS) – Developed an end-to-end solution focusing on scalability to meet critical, peak-volume Census operations.
- Supports up to 800,000 weekly payees, 3.5 million applicants in 494 national offices.
- Deployed multiple successful PeopleSoft upgrades, including the first Federal agency to upgrade to 9.0 and now 9.2

Census Human Resource Information System (CHRIS) – Enhanced HR technology services and automated processes to improve usability and performance.
- Modernized the HR system to streamline HR services through the development of reusable common components for core functionalities.

United States Citizenship and Immigration Services

Technical Help Desk Support Services (THDSS) – provide bi-lingual Help Desk Support Services for USCIS' External Affairs Directorate for 3 USCIS Contact Centers located at New York, NY; Los Angeles, CA; and Overland Park, KS.
- Supports 500,000+ Stakeholders (immigration applicants, sponsors, legal counsel) each year.
- Provide experienced bi-lingual agents which assist an average of 60,00 contacts per month.
- Reduced ticket resolution timeframe, resulting in over 170% increase in efficiency.
- Our team resolves ~97% of the inquiries on the first contact.

Administrative Office of the United States Courts

Human Resources Information Management System (HRMIS) – Modernization and Operations & Maintenance (O&M) for a PeopleSoft-based Human Capital Management and Payroll system, reducing non-value-added manual processes, improving the efficiency and effectiveness of human resource management processes.
- Tier 1, Tier 2 and Tier 3 Service Desk support services to 33,000 employees across 400+ Courts locations.
- Standardized ITSM processes based upon ITIL framework.
- Implemented robotic process automation (RPA) for test automation and payroll validation.
- Supports over 15,000 multi-lingual customer interactions / request on a monthly basis via multi-channel intake through phone, email, chat and walk-up procedures.

United States Department of the Interior

Financial and Business Management System (FBMS) – Provided leadership and functional / technical expertise for the design, configuration, coding, testing, and deployment for multiple bureau rollouts of the SAP based FBMS system.
- Worked with the government end users to refine and modify business requirements and address testing and deployment issues as requested by the government
- Led, planned, and conducted the Training initiative for multiple DOI bureaus for the deployment of the FBMS SAP system to government end users