

# New Century Development (NCD) Technological Capabilities

## Oracle EBS, Oracle Federal Financials Support, and Oracle Cloud Implementation (OCI)



NCD provides expert implementation, support, and optimization services for [Oracle E-Business Suite \(EBS\)](#) and [Oracle Federal Financials](#). With experience in federal financial management, we help agencies streamline their financial operations.

### Oracle EBS and Oracle Federal Financials Capabilities

NCD has extensive expertise in implementing, optimizing, and supporting Oracle solutions, including Oracle E-Business Suite (EBS) and Oracle Federal Financials, for federal agencies. Our deep understanding of federal financial management allows us to deliver tailored solutions that streamline financial operations, enhance reporting, and ensure compliance with federal regulations. Our team's capabilities include seamless system integration, system upgrades, process automation, and customized reporting, enabling agencies to gain real-time insights and improve decision-making. With a focus on maximizing the value of Oracle technologies, we help federal agencies achieve operational efficiency, reduce costs, and enhance the accuracy of financial data across their organizations.

**PMO Support for Oracle Federal Financial systems:** At the Department of Education, our team provided IT project implementation roadmap and execution support services for major IT Modernization projects, such as upgrading Oracle Federal Financial systems from 11i to R12. Support included stakeholder identification, documenting roles and responsibilities, and developing and maintaining a Work Breakdown Structure (WBS) for all project phases. Our team implemented a process to review and allow changes to the project plan baseline and acceptance criteria for completing the upgrade.

Our Oracle Cloud Implementation (OCI) support includes:

- Developing Future State Detailed Architecture
- Developing Operation RACI and Cloud Service SLAs

- Identify all ATO and security requirements, completing all required ATO tasks and documentation.
- Testing strategy to validate network connectivity, availability, performance, and reliability.
- Develop an implementation plan and collaborate with all the stakeholders to create alignment across the organization.

## Oracle EBS and Oracle Federal Financials Customers

We have helped transform Oracle EBS and Oracle Federal Financials support for the following customers:

- Department of Education (DoED)
- Centers for Medicare and Medicaid Services (CMS)
- National Institutes of Health (NIH)

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## ServiceNow

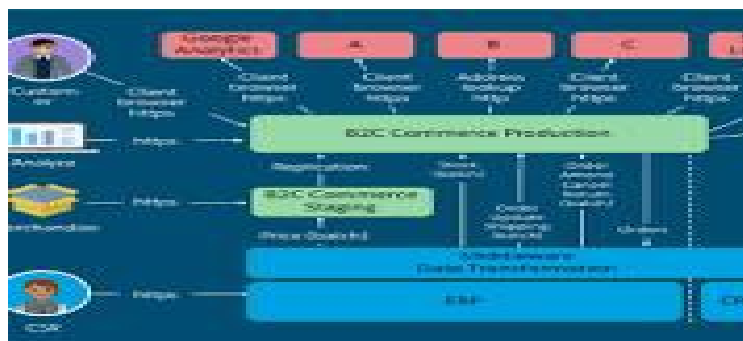


NCD delivers Agile development operations and technical services in support of **ServiceNow's** platform for Strategic Planning, Program and Project Management, Incident Tracking and Reporting, and Service Requests related to the hosted solutions.

NCD provides strategic enhancements in ServiceNow by refactoring legacy configurations and addressing system gaps using standard configuration baselines. Our upgrades, enhancements and support span across multiple modules, such as, RIDAL (Risks, Issues, Decisions, Actions, Lessons Learned), and extended to Portfolio, Program and Project Management, Agile Development, Contract, Case Management, Incident Management, and Service Offerings. We created new Dashboards and Reports that significantly improved prompt operational insights and decision-making capabilities. Our team and stakeholders are able to track multiple artifacts using ServiceNow to include Status Report (Weekly), Activity Report (Weekly), ServiceNow Roadmap (Annually), Standard Operating Procedures maintained, Agile artifacts (e.g., User Stories, Epics, Acceptance Criteria, etc.), SDLC Artifacts (e.g., Design, Technical, Testing, etc.), and Change Management Artifacts (e.g., Change Record, Deployment Guide, etc.).

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# Salesforce Solutions



We offer development, coding, customization, configuration, user training, and seamless **Salesforce** integrations services. Our past **Salesforce** implementations and integrations support include; ensuring an effectively administered and optimized Salesforce platform that guarantees operational efficiency and user satisfaction. Our expert personnel configure and customize the platform to ensure the platform is aligned with the client's unique requirements. We also migrated processes from paper or on-premises to Salesforce, and train users to work in the cloud. We leverage our relationship with Salesforce and other cloud solution vendors to ensure all platform challenges are managed immediately. We offer professional Salesforce support and maintenance, which includes user management, data migration, health checks, performance issues, and user training. We work with our clients to integrate Salesforce and other cloud solution vendors with any legacy systems to ensure business continuity.

Additionally, our team has expertise supporting various public sector cloud services, including Sales Cloud, Service Cloud, Marketing Cloud, Commerce Cloud, Education Cloud, Nonprofit Cloud, Einstein, Tableau, MuleSoft, and Health Cloud & Velocity.

## Salesforce Solutions Customers

We have helped transform Cloud / Salesforce Solutions for the following customers:

International Development Finance Corporation (DFC)

DC Government (Department of Public Works, Office of the Chief Technology Officer, and Department of Health)

U.S. Department of Agriculture (USDA)

Office of Personal Management (OPM)

# Robotic Process Automations (RPA)

## Appian – UiPath – Power Automate

NCD assesses repetitive tasks that can benefit from RPA, then develops solutions using [UiPath](#), [Appian](#), and [Power Automate](#). Our team works to integrate, secure, train, and monitor the automations to ensure success. NCD has implemented several customer automations that impactfully increased performances and end user experiences.



NCD assesses repetitive tasks that can benefit from RPA, then develops solutions using UiPath, Appian, and Power Automate. Our team works to integrate, secure, train, and monitor the automations to ensure success. NCD has implemented dozens of customer automations that are dramatically increasing performance and end user experience.

We assisted the Centers for Medicare & Medicaid Services (CMS) with Robotic Process Automation (RPA) using UiPath and Project Management. Leveraging Cognitive Services, Natural Language Processing (NLP), and Generative AI, we developed a range of attended and unattended bots. Our team implemented an intelligent automated solution for 508-compliances, created a Vendor Invoice Anomaly Detector, and developed a financial auditing prototype for CMS's Financial Management Systems. For the Department of Education (DoED), NCD facilitated contract closeout processing tasks using RPA and Power Automate. Additionally, we developed an RPA solution for data warehousing using [AWS Blue Prism](#) and [AWS RedShift](#).

### Robotic Process Automation (RPA) Customers

We have helped transform productivity through Robotic Process Automation (RPA) for the following customers:

- Centers for Medicare & Medicaid Services (CMS)
- Department of Education (DoED)