

CAPABILITY STATEMENT

Collaborative Shared Technologies LLC

Address: 6401 Golden Triangle Drive, Greenbelt, MD

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Website: <https://collaborativesharedtech.net>

Business Type: Small Business | Service-Disabled Veteran-Owned (SDVOSB) | Woman-Owned Small Business (WOSB)

CORE COMPETENCIES

Enterprise Knowledge Management (KM)

- Developing and implementing enterprise-wide KM strategies and maturity models.
- Architecting and deploying structured knowledge capture, retention, and transfer programs for both tacit and explicit knowledge.
- Designing enterprise taxonomies, metadata schemas, and knowledge architectures to enable discovery.
- Establishing organizational learning and cross-functional knowledge-sharing frameworks.

Artificial Intelligence & Digital Transformation

- Providing AI strategy, governance, and implementation roadmaps aligned to mission objectives.
- Engineering AI-enabled solutions for intelligent search, knowledge discovery, and predictive decision support.
- Delivering predictive analytics platforms that convert data into actionable operational insights.
- Implementing intelligent process automation and workflow optimization.

Enterprise Content & Process Management

- Designing and implementing Enterprise Content Management (ECM) systems as authoritative sources of truth.
- Automating document classification, tagging, and retrieval using AI to ensure compliance and accessibility.
- Redesigning and optimizing core business processes by embedding intelligent knowledge flows.
- Establishing information governance frameworks for regulated environments.

Business & Organizational Transformation

- Leading process improvement and redesign initiatives using Lean and Agile methodologies.
- Managing complex change and driving user adoption for technology and analytics programs.
- Implementing performance measurement systems to track outcomes and enable continuous improvement.
- Facilitating cross-functional stakeholder engagement to ensure solution alignment and buy-in.

VALUE PROPOSITION

Collaborative Shared Technologies LLC transforms information into a strategic asset through **integrated Knowledge Management and Artificial Intelligence solutions**. We enable federal and state agencies to **make faster, data-driven decisions, ensure regulatory compliance, and achieve mission success** by embedding intelligence directly into workflows and knowledge systems. Our methodology delivers **tangible operational outcomes**, including reduced process cycle times, increased knowledge worker productivity, and enhanced governance.

DIFFERENTIATORS

- **Integrated KM + AI Execution:** We uniquely combine deep KM discipline with practical AI application. Unlike pure AI vendors or traditional consultants, we architect systems where AI enhances human expertise—evidenced by our founder's dual expertise as a KM subject matter expert and AI strategist, directly addressing complex challenges in federal healthcare and defense.
- **Full-Lifecycle Delivery from Strategy to Adoption:** We own the outcome from initial strategy through implementation, change management, and sustainment. Our proven engagement model, which pairs strategic advisory with hands-on technical delivery, ensures solutions are adopted and deliver lasting value.
- **Mission-Critical Governance by Design:** We specialize in solutions for highly regulated environments. Our frameworks for records management, information governance, and ethical AI are built into solutions from the start, mitigating risk for clients in public health, defense, and government services.
- **Outcome-Obsessed, Business-First Approach:** We align every technological solution to a specific mission outcome and user need. Our work is guided by the principle that technology must serve the mission, resulting in high-user-adoption rates and measurable ROI for our clients.
- **Proven Transformation Leadership with Credentials:** Our leadership has a documented track record of leading enterprise-scale digital transformations. This is supported by founder credentials including a Master's in KM, status as a PMP and Scrum Master, and direct experience supporting high-visibility initiatives at agencies like the Defense Health Agency.

CERTIFICATIONS & SOCIOECONOMIC STATUS

Federal Certifications (Active in [SAM.gov](https://www.sam.gov))

- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)

State of Maryland Certifications (Active in eMMA)

- Veteran-Owned Small Business Enterprise (VSBE)
- Certified Small Business (CSB) / Small Business Reserve (SBR) Eligible

REPRESENTATIVE EXPERIENCE & PROOF POINTS

- **AI-Powered Knowledge Hub:** Designed and deployed an AI-enabled knowledge repository for a federal health agency, **reducing information retrieval time by an average of 60%** and serving as the authoritative source for clinical policy.
- **Enterprise Process Transformation:** Led the redesign of a manual, paper-based acquisition process for a DoD component by integrating an ECM with automated workflow rules, **cutting average process cycle time from 45 days to under 10.**

- **Digital Transformation Leadership:** Served as the lead KM and Change Management partner for a multi-year Defense Health Agency digital transformation, developing the strategy and leading adoption for a system used by over 150K personnel.
- **Compliance-Focused Solution Delivery:** Implemented a compliant records management and ECM solution for a state government agency, ensuring adherence to retention schedules and preparing for stringent audits.

NAICS CODES (Primary)

- **541611** — Administrative Management and General Management Consulting
- **541690** — Other Scientific and Technical Consulting Services
- **541512** — Computer Systems Design Services
- **541511** — Custom Computer Programming Services
- **518715** — Research and Development

COMPANY INFORMATION

- **Founded:** 2022
- **Ownership:** 100% Woman-Owned & Service-Disabled Veteran-Owned
- **Primary Markets:** Federal Government (Prime & Subcontractor), State of Maryland, Commercial Enterprises in regulated industries.
- **Work Model:** Remote, Hybrid, and On-Site delivery to meet client requirements.

POINT OF CONTACT

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