Engineering Complex Process Automation

RESOURCE INFORMATICS GROUP

Agenda

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- Core Values
- Business Units
- Engagement Model
- Enterprise Solutions
- Core Competencies
- Product Development
- Professional Services
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- Delivered Products
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Mission & Vision

Mission

To deliver innovative, scalable, and secure IT solutions that empower organizations to achieve operational excellence and drive impactful outcomes for U.S. Federal, State, and global enterprises. Through expert collaboration, advanced technologies, and a commitment to quality, we enable our clients to modernize, optimize, and excel in a rapidly evolving digital landscape.

Vision

To be the global leader in transformative IT solutions, recognized for our ability to modernize systems, automate processes, and foster secure, sustainable growth for mission-driven organizations. We strive to shape the future of enterprise IT by driving innovation, enabling seamless public service delivery, and building enduring partnerships rooted in trust and excellence.

Core Values

At RIG we all are aligned and driven by Core Principles that establish our Identity.

Business Units

Product Development

Enterprise Solutions

Center of Excellence

Professional Services

RIG
Engagement Model

Implementation Partner

Taking over the complete Project and delivering scoped items through Fixed or T&M Models.

Staff Augmenting Model

Our Best in class Technical, Functional & Managerial resources are available with short notice & who can hit the ground running.

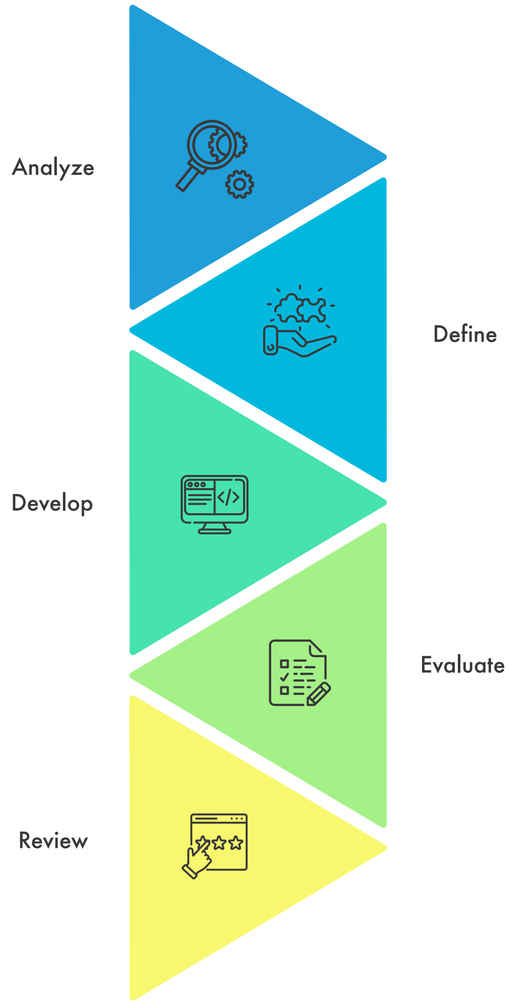
Product Development

With an established Centre of Excellence (CoE) dedicated to the purpose of Product Development, our team of vintage individuals work in unison to bring our Customers product into a reality.

Support & Maintenance Partner

All levels of Support Models are offered through Fixed or T&M Models.

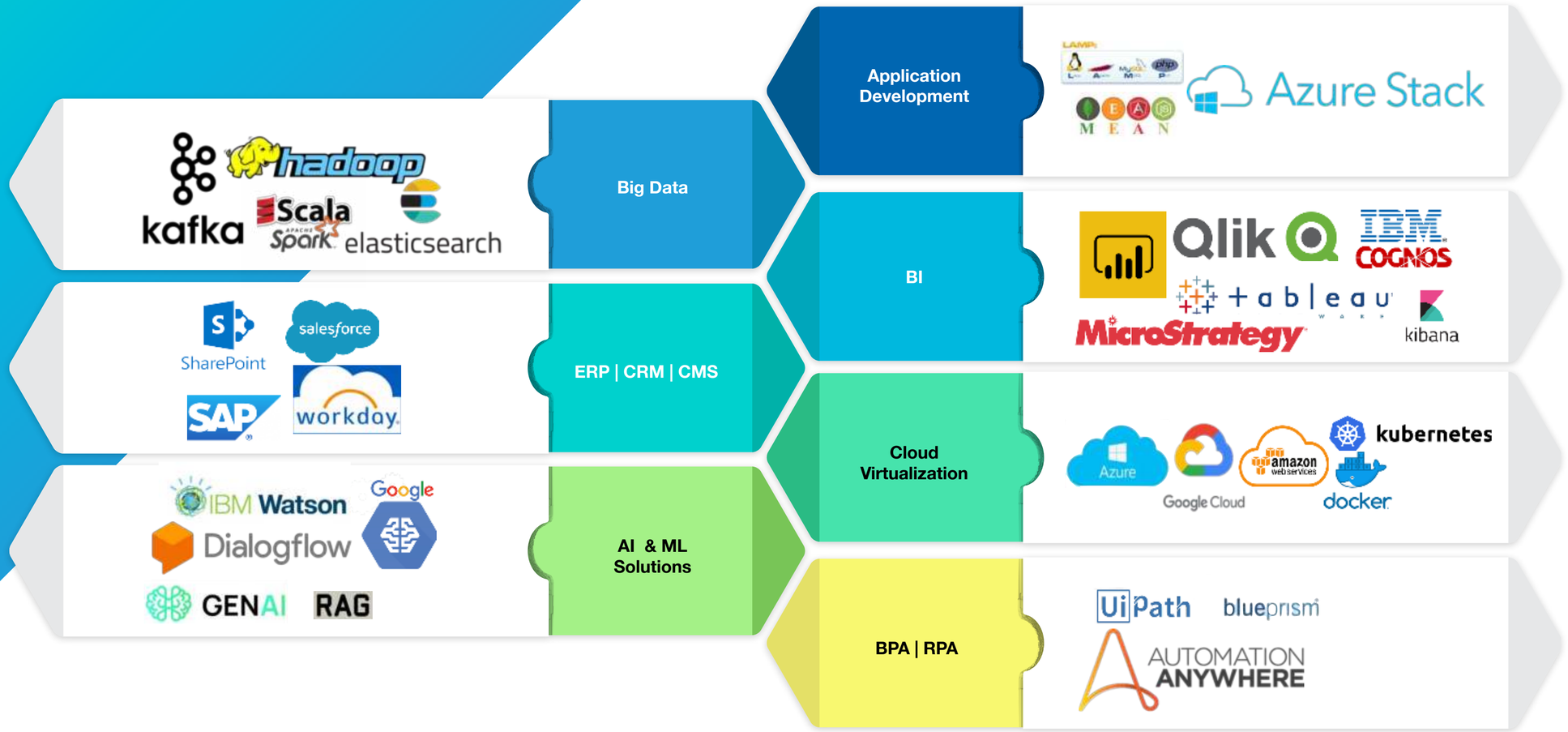
Enterprise Solutions



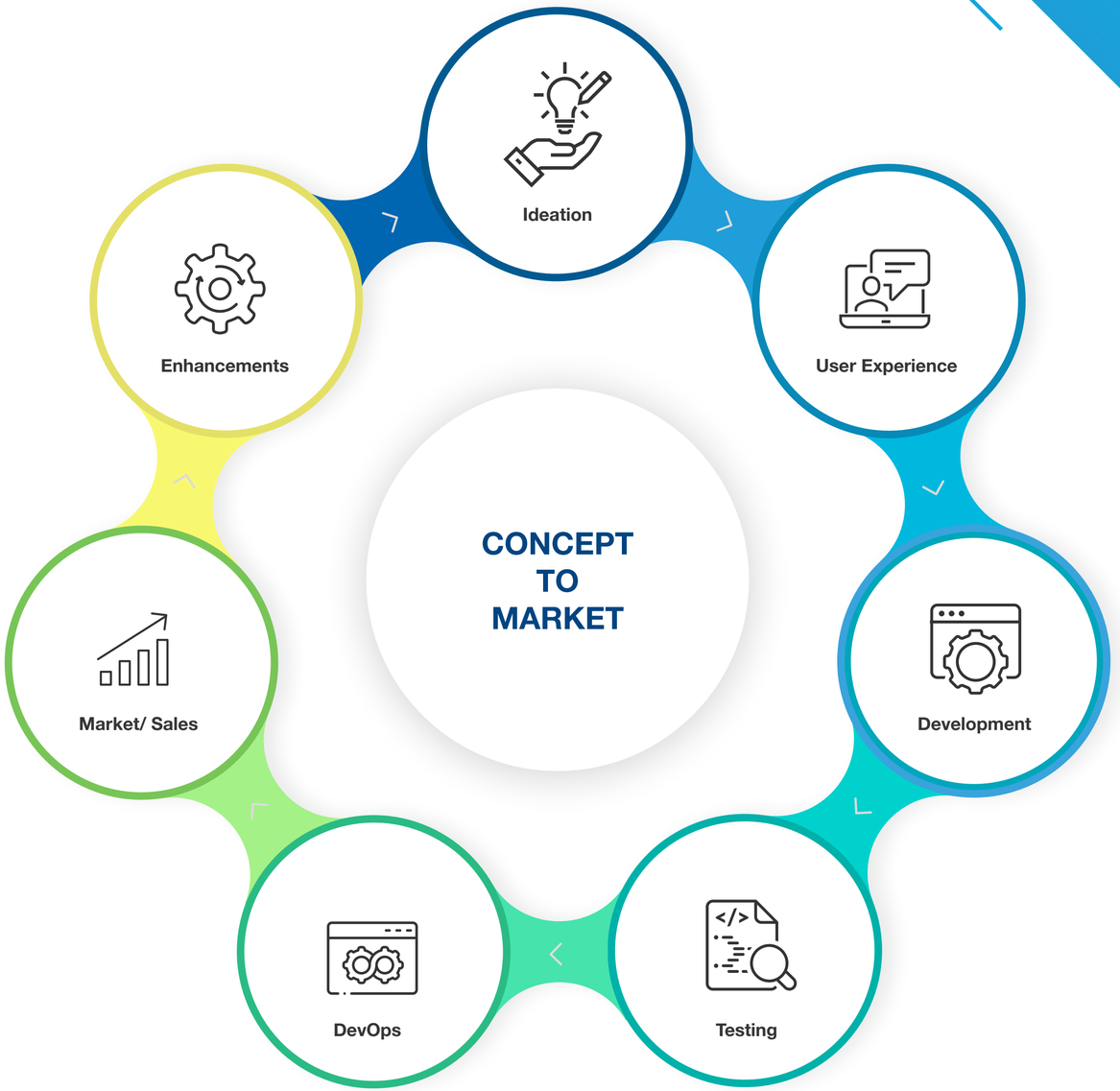
Problem solving is a critical skill for Success in Business.

At RIG, We bring our expertise team together to provide the best solution to our client requirements in a Systematic Approach.

Enterprise Solutions
Core Competencies



Product Development
Concept to Market



Product development
Delivered Products

We Proved Before We Claim
300+ Organisations

HRMS

We have developed a SaaS-based software OnBlick, that streamlines HR and US immigration processes. It assimilates data and immigration processes under one integrated platform to address all the complex immigration challenges.

RECCOPILOT

Reccopilot is an AI-driven recruitment tool that simplifies hiring by automating job postings, applicant tracking, and candidate screening, ensuring efficient and intelligent recruitment on a single platform.

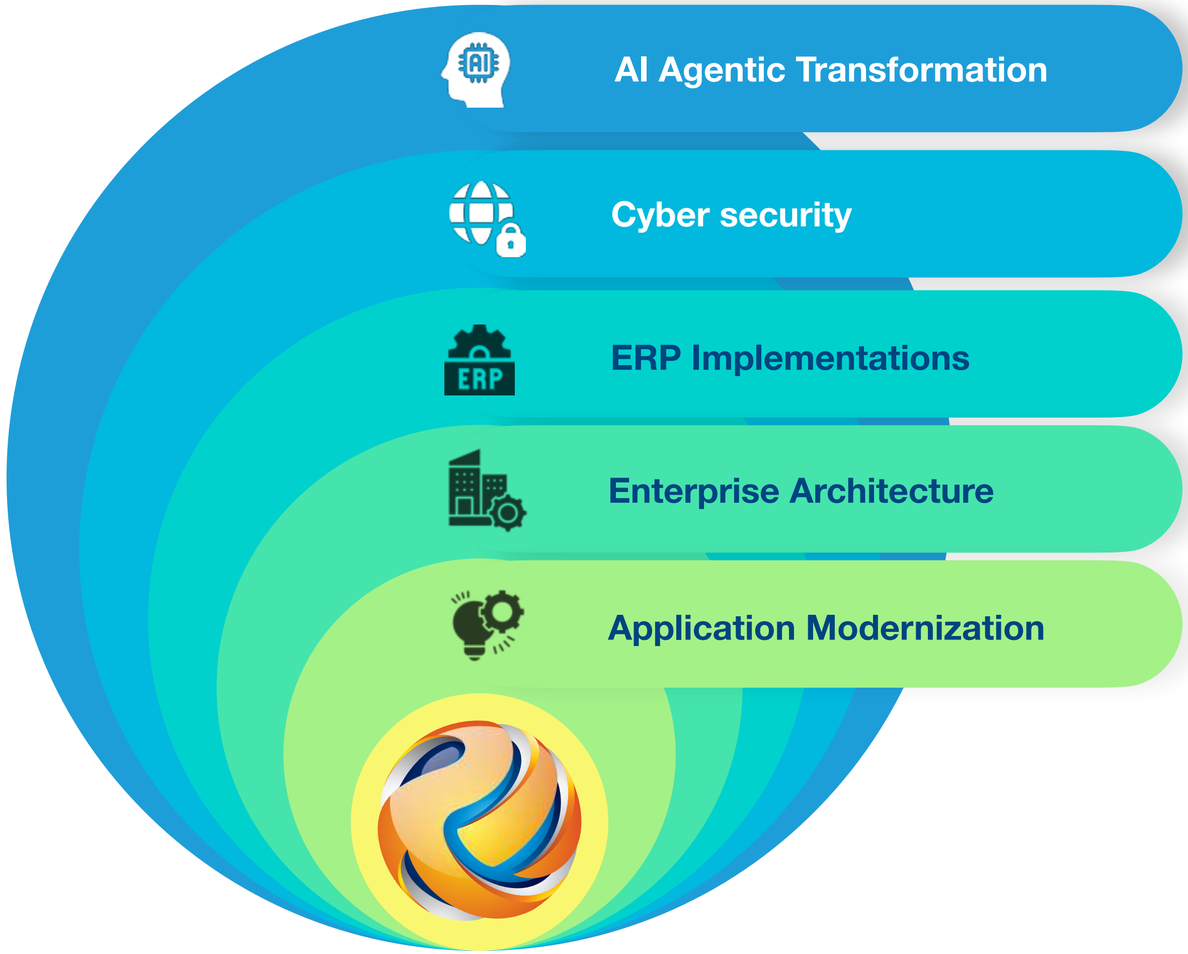
I-9 ASSIST

OnBlick I-9 Assist simplifies Form I-9 and E-Verify compliance by automating verification processes. It minimizes errors, provides real-time alerts, and ensures adherence to federal regulations, reducing the risk of penalties for your business.

OBMS

OnBlick OBMS streamlines recruitment and onboarding by integrating applicant tracking with business management. It optimizes staffing workflows, enhances team collaboration, and simplifies candidate placement for IT staffing and recruitment industries.

Consulting
Center of Excellence



Professional Services

People

- Certified professionals with domain expertise.
- Proven track record of delivering complex projects.
- Adaptive, client-focused, and collaborative teams.
- Commitment to continuous learning and upskilling.

Processes

- Industry-standard frameworks (Agile, ITIL, Lean).
- Robust governance ensuring timely and cost-effective delivery.
- Focused on quality assurance and compliance.
- Transparent workflows for seamless client engagement.

Accelerators

- Pre-built templates and reusable frameworks for faster results.
- Reduced time-to-market by up to 30%.
- Customizable accelerators tailored to client needs.
- Proven impact on reducing project delivery timelines.

Tools

- Advanced analytics and automation tools.
- Real-time tracking and reporting for better decision-making.
- Tools fostering collaboration and productivity.
- Integration with client ecosystems for seamless operations.

Domain SMEs

- Decades of experience across diverse industries.
- Deep insights into solving domain-specific challenges.
- Case studies showcasing measurable client success.
- Trusted advisors for strategic and operational excellence.

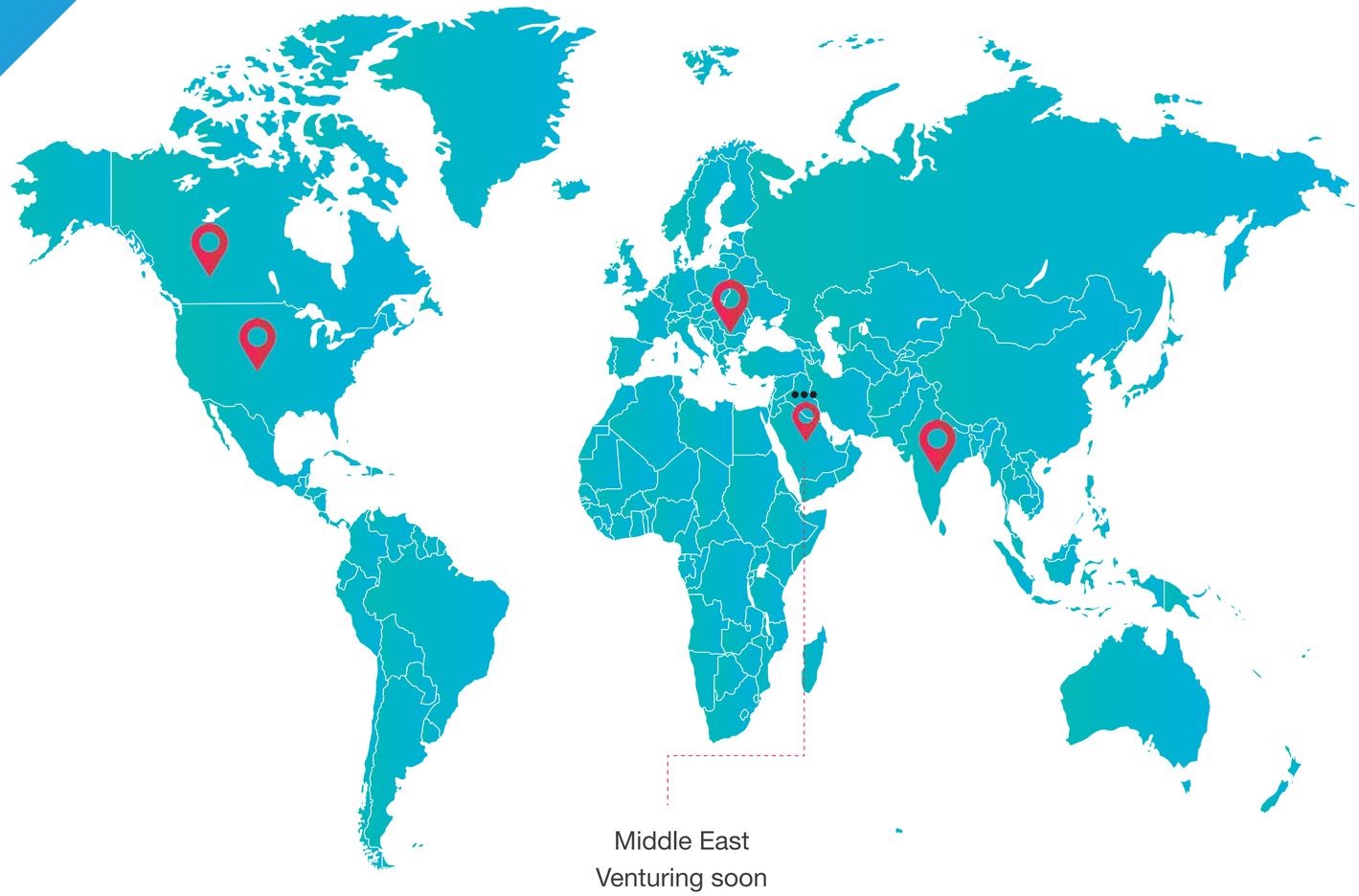
Support
Delivery Model

Models	On-Site	Off-Site	Off-Shore
On-Site	100%		
On-Site & Off-Shore	20%		80%
Hybrid	20%	20%	60%

Industry
Domain Expertise

Over a period of Years we are fortunate to serve diversified industries and having long term relations with various clients we have build Subject matter expertise in different domains.

Worldwide
Presence of RIG



Our IT **Staffing Services**

Around 5000 projects assisted since a decade and growing

IT contracts include short-term to multi-year projects

Contract

Contract to Hire

Full-time Placements

Project Implementation

Our Prestigious **Partners**

eCommQuest
RFXCEL ANTARES VISION GROUP
HCL
DISYS
NTT DATA
Infosys
TITAN CONSULTING
Quest global
TEKsystems Own change
TrueData Financial Information Pvt Ltd Positioning you for Profits
Softworld Technologies
KFORCE
Judge SINCE 1970 | people powered business solutions
XORIANT
randstad
R SYSTEMS

Public Sector

DIR
Texas Department of Information Resources

Department of
MANAGEMENT
SERVICES

DEPARTMENT OF PUBLIC SAFETY
TEXAS
COURTESY · SERVICE · PROTECTION

EXCHANGE
ARMY & AIR FORCE EXCHANGE SERVICE

GSA
Schedule
Contract#47QTCA25D0034

VA
U.S. Department
of Veterans Affairs
Veterans Health
Administration

Our prestigious Clients

Automobile

Ford
TOYOTA
Tesla

Insurance

BlueCross BlueShield
aetna℠

Financial

EZPAWN
LPL Financial
USAA
TRUIST

Banking

CHASE
WELLS FARGO
citi
Bank of America

Manufacturing

BOEING
GE

Staffing

Duck Creek Technologies
ROCKET Central
KORN FERRY

Communication

T-Mobile
AT&T
verizon

Others

LG
JABIL

Healthcare

Pfizer
CENTENE Corporation
McKESSON
utmb Health
CVSHealth
KAISER PERMANENTE

Energy

ExxonMobil
PHILLIPS 66

Retail

Lbrands
Walmart
Kroger

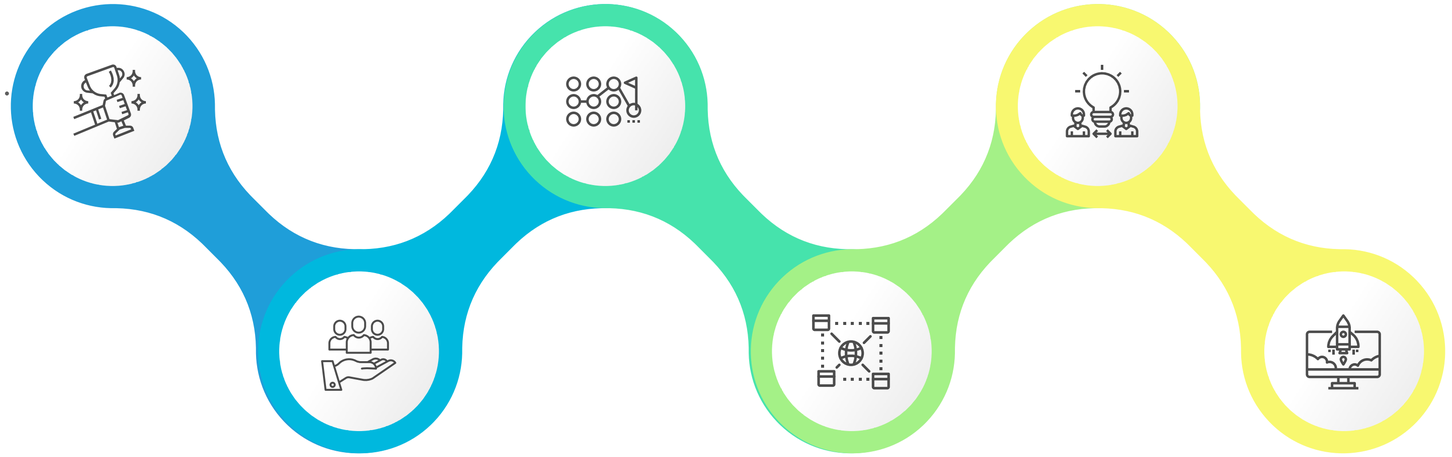
Travel

DELTA
American Airlines
Southwest

Why choose RIG

Optimized cost time with Superior Quality
Our Structured Project Managment ensures Low cost solutions with Time & Quality Deliveries.

Smooth Transitions
Proven Custom built processes for systematic Support & Maintenance of knowledge transition (inward or outward)



Skilled Resources
Highly Skilled Resources, trained & managed by Center of Excellences with 10+ Years of Average experience

Support and CSAT
Our ITIL Certified Support Team meeting 99.9% SLA covering 24 X 7 clock.

Global Presence
We have Direct offices in US & India, further have contracting Vendors from UK, Europe & Latin America.

Average Experience
In Software Consulting & Implementations Services from past 15+ Years.

Case Study

Reccopilot

Sophisticated AI Recruitment assistant designed to streamline the hiring process for recruiters. Handles the complete Process from Recruitment Plan, Sourcing, Scheduling, Summarization, Email Coordination till Offer release.

Solution

- Inception & Due Diligence
- Architecture
- Execution & Development
- Hosting

Benefits

- Manage with Limited Tokens
- Custom Memory Mgmt
- Retrieval Augment Generation
- Vector DB , Embedding Search
- Text to Speech and viceversa (WIP)

Technology Stack

OpenAI

redis

Microsoft Azure

Elastic Search

LangChain

Whisper

Case Study

Bose

The project aims to identify user preferences and preset configurations in sound devices, recommend optimal settings to enhance sound quality, develop new features based on these preferences, and target advertising campaigns for new products accordingly.

Solution

- Use Case Analysis & Study
- Solution Proposal
- Development

Benefits

- Capturing Event Data
- Data Transformation on Huge Volumes
- Run ML Models for Data Analysis
- Data Governance using Databricks Unity catalog

Technology Stack

snowflake

databricks

APACHE Spark™

Apache Airflow

aws

Case Study

BATS system (Wisconsin Department of Natural Resources)

The client, a leading Technology organization, faced significant challenges in managing customer support due to a legacy platform that could no longer scale to meet growing demands. Customers experienced delays in service, and the company struggled to provide seamless, multichannel support. The lack of self-service options further compounded the issue, leading to decreased customer satisfaction and operational inefficiencies

Solution

Omnichannel Support Implementation: Enabled seamless integration of multiple service channels, including email, phone, and live agent chat, ensuring customers could easily reach support through their preferred method.

Customer Self-Service Portal: Developed a user-friendly self-service portal, empowering customers to find answers to common questions, access resources, and resolve issues independently.

Automation and Streamlined Workflows: Leveraged Service Cloud's automation capabilities to optimize case routing, reduce response times, and enhance agent productivity.

Benefits

Scalability Achieved: Easily accommodated increasing customer support demands without compromising service quality.

Improved Customer Experience: Faster resolutions and the convenience of accessing support through multiple channels.

Enhanced Efficiency: Reduced manual processes, enabling to handle a higher volume of cases with improved accuracy.

Increased Self-Service Adoption: The self-service portal reduced the volume of support inquiries by 70%, allowing agents to focus on more complex cases

Technology Stack

Case Study

Powering Public affairs with Salesforce

The client, a leading communication provider, integrates PAMS into their daily workflows by using it to track events, manage stakeholder communications, and monitor public sentiment. The client ensures that all relevant departments and teams are trained to use PAMS effectively. Regular updates and reports generated from PAMS are reviewed in meetings, making the system a central part of decision-making processes.

Solution

Stakeholder Management: Create profiles for stakeholders, including government officials, media contacts, and community leaders.

Issue Tracking and Management: A custom issue tracking system to log and monitor public affairs issues.

Communication and Outreach: Salesforce's Email and Campaign Management tools to coordinate and execute outreach efforts, ensuring consistent communication with stakeholders.

Reporting and Analytics: Dashboards and reports to analyse data on stakeholder interactions, issue resolution, and campaign effectiveness.

Benefits

- Improved Stakeholder Engagement leading to more effective and personalized communication.
- Streamlined tracking of public affairs issues allows for quicker identification, assignment, and resolution.
- Real-time reporting and analytics provide insights into stakeholder activities and issue trends.
- Centralized data and communication tools within Salesforce foster better collaboration between departments and teams.
- Detailed logs and reports of all interactions and activities increase transparency and accountability in public affairs operations

Technology Stack

Case Study

Digital Foundation for Healthcare Payer

Digital transformation leader in healthcare industry by developing an integrated financial, administrative and clinical software platform designed for healthcare payors. The company's platform offers claims and benefits administration, care management, business intelligence and portal remedies, enabling health insurers to leverage new business models, improve outcomes, reduce administrative costs and connect each of the key stakeholders in the healthcare delivery cycle.

Solution

Detect and Solved

- SQL Injection
- Cross-Site Scripting (XSS) & Cross-Site Request Forgery (CSRF)
- Broken Authentication & Insecure Direct Object References (IDOR)
- Security Misconfigurations
- Outdated component and packages.
- Infrastructure and cloud security
- OWASP 10 vulnerabilities and beyond

Benefits

- Prevent Data Breaches
- Meet Compliance & Regulations - GDPR, HIPAA, PCI-DSS
- Protect Brand Reputation
- Minimize Financial Impact

Technology Stack

ORACLE, tenable, aws, Java, Google Cloud, Azure, BURPSUITE, Microsoft WindowsNT, Microsoft SQL Server, node.js

Contact RIG

Get in touch to find out how RIG can help you solve business challenges and enhance customer growth. Drop us your details and we will get back to you as soon as possible.

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