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ProSource provides business analysis, business development, and training services. Services include solution and vendor selection, process improvement, market research & strategy, and staff development.

Here is a sampling of projects:

- **Client: Outsourcing Services Organizations for the Non-profit Sector**

**Projects and Services Performed:** Developed and delivered training workshops / programs in the areas of information management and security, strategy planning, and board governance and benchmarking.

- **Client: Top 5 Staffing & Outsourcing Services Company**

**Project and Services Performed:** Human capital and sales force automation enterprise resource planning system, for Sarbanes-Oxley (SOX) compliance. Provided business analysis, process improvement and re-engineering, and instructional development services. Interacted with executives, business units, and customers for performing process/gap analysis, defining business requirements, developing performance measurements, conducting quality assurance testing, and the creation of documentation, including functional specifications. Designed and developed Web-based business processes courses, assessments, and evaluations.

- **Client: Solutions Provider for the Hospitality Industry**

**Project and Services Performed:** Provided business analysis for the development of an enterprise content management solution for the operation of point-of-sale (POS) equipment, in a service oriented architecture (SOA) and ISO 9001 environment.

- **Client: International Food Products Distribution Company**

**Project and Services Performed:** Company sought to expand its product line and needed to create an informational resource to attract new vendors. Analyzed business operations and created a company profile and strategy document which contained information on management and sales staff, company history, facilities, distribution channels, existing product line and business growth strategy.

- **Client: Reservations Provider for 2 of the Largest Travel Companies in the U.S.**

**Project and Services Performed:** Web-based and portal system for reservations interface, on-line analytical processing, and revenue management. Gathered requirements of user groups, including sales, product development and e-commerce. Interacted with training team to design and develop instructional solutions.



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- **Client: Fifth Largest Public Healthcare System in the United States**

**Project and Services Performed:** Provided management consulting services for projects, including process and quality improvement, provider relations, and RFP (request for proposal) for claims processing services.

- **Client: One of the Nation's Largest K-12 Systems and Largest Employer in its County**

**Projects and Services Performed:**

- RFP (request for proposal) for procurement of professional services. Provided analysis services working with the purchasing and financial services departments, and developed a weighted-score decision method for the vendor selection process.

- The school board needed to determine the dollar amount allocated for the technology infrastructure, and to determine the feasibility of implementing new technologies throughout the school system. A total cost of ownership (TCO) study was performed of the district's expenditures on systems, software, peripherals, staff development, and support. Applied benchmarking methods and utilized financial analysis software. Study enabled the school board to make informed decisions on funding technology programs and the impact for the following fiscal year and for the overall information technology plan.

- Web-based portal integrating digital instructional resources, demographic and financial data. Performed business analysis, and served as the project liaison among stakeholders, including administrators, instructional staff, and vendors. Obtained requirements and specifications for digital content and user interfaces. Conducted research on similar models and potential content providers. Created conceptual design and functional specification documents. Developed and maintained the informational web site, an integral resource for disseminating details on the project scope, planned outcomes, and progress.

- Financial services department was required to improve its telecommunications invoice payment process cycle time. Interacted with multiple units within the financial services and purchasing departments, to analyze, document and provide recommendations which were implemented by the system review board.

- **Clients: Two of the largest affiliates of the American College of Healthcare Executives**

**Project and Services Performed:** Established web portal to provide member services including information resources, employment database registration, online registration and dues payment (e-commerce). Gathered requirements of stakeholders (board members, vendors and selected membership), and performed project management of web development. Result was on-schedule, within budget, delivery of two of the most visited websites of the association.

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