Digital Transformation

RIPPLE EFFECT
Work Smarter. Perform Better.®

At-a-Glance: Established 2003 | 220+ employees | UEI: NNQUYPRG4KD5 | CAGE No. 3N5J3

Ripple Effect delivers award-winning, professional consulting and workforce solutions for federal, private, and non-profit clients to deliver some of the most crucial policies and programs that shape our nation.

Our **Work Smarter Promise** is more than just words—it's a guarantee. Your goals are met by leveraging our rigorous processes, intelligent technology, and the deep health, science, and research expertise of a diverse workforce. By working together, we solve complex, multi-disciplinary problems and build your organizational capacity for long-term success. That's the Ripple Way.

Capabilities

We fundamentally modernize your operations and deliver value through the strategic use of technology solutions and data.

Business Modernization

- Business Process Modernization
- Tech Stack Optimization
- Workflow Automations
- Low Code / No Code Solutions
- Training & Skill Development

Customer Experience

- Website Development
- Customer Resource Management
- Human Centered Design
- Usability Testing
- Chat Bots & Customer Service Solutions
- Intranet Development

Artificial Intelligence

- NLP & ML
- Simulation & Model Training
- Computational Programming
- Predictive Analytics
- Microsoft AI Integrations

Technology Strategy

- Technology Governance
- Software Selection & Implementation
- Cloud Adoption Strategy
- Risk Management & Security
- Ethical & Trustworthy Technology Leadership

Data Management

- Data Engineering & Architecture
- Data Governance & Capacity Building
- Data Collection, Management & Use
- Data Quality & Hygiene

Data Analysis & Reporting

- Data Dashboards & Enterprise Reporting
- Data & Statistical Analysis
- Public Comment Analysis
- Grants Data Analysis

Our Multi-Disciplinary Difference

Our multi-disciplinary team provides a complete solution:

- **Program Management & Policy** – Business Process Analysis; Change Management; Governance; Process Documentation
- **Technical & Scientific Support** – Access to Subject Matter Experts
- **Communications & Outreach** – Data Visualizations; Executive-Ready Briefing Decks & Reports; Stakeholder Convening; Self-Based Training Modules; Communications
- **Research & Evaluation** – Impact, Outcome & Process Evaluation; Data Collection

Key Clients

Health & Life Sciences

- National Institutes of Health (17+ ICOs)
- Centers for Medicare & Medicaid Services
- Agency for Healthcare Research and Quality
- Various Non-Profits

Defense Health

- Defense Health Agency
- Congressionally Directed Medical Research Programs
- Army Medical Research and Development Command

Education

- ED Institute of Education Sciences
- NIH Office of Intramural Training & Education

Commerce & Infrastructure

- Internal Revenue Service
- GSA Public Buildings Service
- NIH Office of Research Facilities

How We Deliver Value

Stakeholder Engagement

Collaborating with stakeholders, communities, and technical experts to gain insights and deliver relevant solutions with cross-cultural awareness.

Capacity Building

Building organizational capacity by advancing policy and delivering efficient technical assistance, training, and process development.

Continuous Improvement

Enabling lifelong learning and performance optimization through retrospective analysis and quality measurement, uncovering the root of complex problems.

Evidence Building

Strengthening the evidence base through research, data collection, analysis, scholarly publications, and rigorous approaches.

Company Summary

Certifications

- Woman-Owned Small Business (WOSB)
- ISO 9001:2015 and CMMI Services Level 3
- Federalwide Assurance: FWA00033055
- CMMC Level 1 Self-Certified
- Pre-Award Compliant Accounting, EVM & Estimating Systems

Contract Vehicles

- GSA Multiple Award Schedule (MAS): 47QRAA22D008N; SIN: 541611; 54151S; 541690
- NIH BPA 75N98020A00061
- OASIS Small Bus. Pool 1 (sub)
- OMNIBUS IV (sub)

Relevant NAICS Codes

- 541611 – Administrative Management and General Management Consulting Services
- 541690 – Other Scientific and Technical Consulting Services
- 541511 – Custom Comp. Prog. Services
- 518210 – Data Processing, Hosting, and Related Services

Full list: http://rippleeffect.com/contractvehicles/

Ripple Effect Communications, Inc.®

Contact Information
9600 Blackwell Road, Ste 210
Rockville, MD 20850

rippleeffect.com
Phone: 800.277.5708
Fax: 240.745.3777

Amy Hein
Director, Digital Transformation
busdev@rippleeffect.com

CMMI SVC | ML 3 APPRAISED Appraisal # 69030 | Exp. Jan 12, 2027

SBA WOSB CERTIFIED

ISO 9001:2015 CERTIFIED

Project Case Studies

NIH Business Process Improvements through Data Management and Performance Metrics Tracking

Ripple Effect provided business analytics and business intelligence, master data management, informatics solutions development, and performance metrics tracking and reporting to the NIH Office of the Director. **We consistently received Exceptional ratings from NIH for quality, cost control and management.**

- Led asset management activities to track hardware and overhaul deployment processes to improve the health IT infrastructure at NIH; developed requirements for business process reengineering customizations
- Designed business intelligence tools to improve decision-making and support program offices
- Developed workflows, strategies, and technological solutions using SharePoint and Microsoft Power Platform and other collaborative tools to integrate disparate data for multiple audiences
- Facilitated working groups to provide database procurement, implementation, and administrative support for an Integrated Workforce Management System to improve data integrity, quality, and utilization

Website Development and Hosting for a Healthcare Public-Private Partnership

Ripple Effect provided web hosting and development for the Healthcare Payment Learning and Action Network site, including the development of 7 microsites, multiple interactive features, 100+ webpages and 500+ posts in two successive redesign projects that **resulted in approximately 40% increase in viewers over three years.**

Data Collection, Analysis, and Visualization of NIH Grantee and Administrative Data

Ripple Effect used informatic and computational tools to assess program impacts and outcomes data (publications, citations, patents, subsequent grants, and clinical trials), spanning methods such as natural language processing and abstracting and analyzing grantees' administrative outcomes data from IMPACII and USPTO data sources. **Our team performed statistical analyses and visualizations to convey biomedical research results in reader-friendly formats, enabling better stewardship of NIH grant funding.**

- Performed computer system security assessments with appropriate e-authentication levels, audit and accountability trials, and identification and authentication controls
- Developed a customized and sophisticated disambiguation algorithm that decreased the time taken to complete data abstraction, data cleaning, and yielded a final set of unique authors for analysis

Reducing Tax Fraud and Abuse with the Information Sharing and Analysis Center (ISAC)

Ripple Effect partnered with the ISAC team to develop effective ways to link industry members (individuals and organizations) to tax fraud detection and reporting tools. Our accomplishments **enabled the ISAC to deliver information securely and to more effectively analyze data to uncover fraud and abuse.**

- Transformed an IT platform hosted by the Identity Theft Tax Refund Fraud ISAC from a manual system with a few hundred users to a scalable, automated system serving thousands
- Deployed agile development approach to create B2B connections within the ISAC portal that ensure the security of highly sensitive data and help aggregate data to identify fraud at scale
- Migrated the portal and providing training and help-desk support to users to reduce administrative steps, increase throughput, and eliminate sources of errors, delays, and incomplete data

RECON™ Custom Application to Review and Analyze Public Comments

Ripple Effect designed a secure app to review and analyze qualitative data such as public comments or interview transcripts, replacing an inefficient commercial system that was not customizable. In the first six months of use**, we parsed and coded 10,269 comments for five CMS projects, producing on-demand dashboards, logs, and reports that allowed us to deliver analysis in as little as 3 days after close of public comments.**

- Gathered requirements and built system with 18 related tables and 9 customized modules in 6 months
- Created a deduplication process based on Natural Language Processing (NLP) to clean and transform data that accelerated the overall analysis timeline, enabling the 3-day overall turnaround

Contact Information
9600 Blackwell Road, Ste 210
Rockville, MD 20850

rippleeffect.com
Phone: 800.277.5708
Fax: 240.745.3777

Amy Hein
Director, Digital Transformation
busdev@rippleeffect.com

CMMI SVC | ML 3 APPRAISED
Appraisal # 69030 | Exp. Jan 12, 2027
SBA WOSB CERTIFIED
ISO 9001:2015 CERTIFIED