# CREDENTS: THE LEADER IN SOLUTIONS INTEGRATION

## Innovation + Efficiency

Our clients are leaders, change-makers, innovators. They need technology that doesn't just meet them where they are. They need solutions that propel them forward by developing novel responses to complex problems.

With rapidly expanding IT demands and limited hours to spend tracking down high-quality services, our clients don't have time to integrate all the competing pieces of a project themselves.

That's why Credents has developed long-term relationships with technologists and service providers driven by a shared commitment to excellence. We combine innovation and efficiency to integrate solutions that serve our clients' goals.

Our clients come back to the Credents team again and again because:

- **We understand public and private IT.** Credents leadership has over 30 years of collective experience working in a variety of strategic roles in government and private corporate settings. Credents staff is currently engaged with the State of Vermont to implement one of the largest and most transformational projects undertaken by the State.

- **We have unparalleled technical expertise.** Our team has over 430 experienced, best-in-class professionals across the United States and around the world. This allows us to provide a wide breadth of technology solutions and gives us the depth to make our customers successful.

- **We deliver success.** The Credents team has a track record of delivering successful projects for complex enterprises in multiple state governments as well as in the corporate sector.

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# A Commitment to Collaborative Innovation

As industry experts with over 30 years of combined experience working with governments and corporate entities to solve challenging technological problems, we built Credents with a single driving creed:
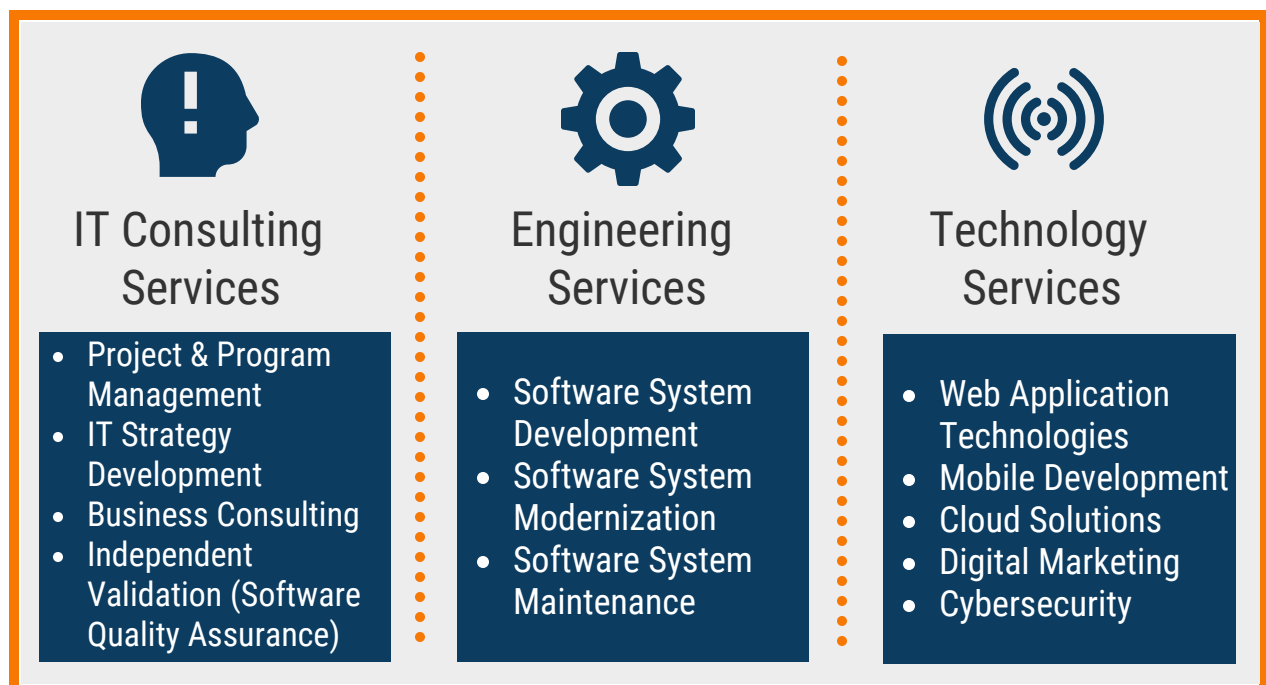
**A relentless commitment to excellence is essential to success—and to the innovation that precedes it.**

Because customer success is our only acceptable outcome, we created the Credents Partner Team. Through our team, we provide our clients with comprehensive software solutions created by first-rate technologists with specialized expertise in a wide variety of disciplines.

With our commitment to unparalleled quality and collaborative innovation, we help our clients efficiently and effectively master their technological challenges.

# Our Expertise

Because we partner with best-in-class teams throughout the world, we offer our clients true expertise for a wide range of services.

## IT Consulting Services

- Project & Program Management
- IT Strategy Development
- Business Consulting
- Independent Validation (Software Quality Assurance)

## Engineering Services

- Software System Development
- Software System Modernization
- Software System Maintenance

## Technology Services

- Web Application Technologies
- Mobile Development
- Cloud Solutions
- Digital Marketing
- Cybersecurity

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# The Power of the Team

We are more than software developers.

Through our Credents Partner Team, we create comprehensive, first-rate solutions to IT challenges. We provide high-quality results and deliverables—not by working with staffing companies or low-cost labor, but by developing a deep understanding of our clients' domains and forging long-term strategic partnerships with best-in-class technologists.

By identifying and uncoupling the component parts of a particular technology challenge, we are able to apply the technical staff best suited to each piece. Because we focus on specialization over generalization, we create systems of the highest quality.

Harnessing the skills of hundreds of individuals might sound like a lot of work for you, but we translate the excellence of that network to our clients with a single contract and one point of accountability: the Credents leadership team.

We bring it all together and seamlessly deliver it to the client.

# We are solutions integrators, powered by a first-class network.

## Accountability
Credents—not an individual team member—is responsible for all deliverables. Our clients never waste time chasing down project elements from multiple parties.

## Service
Credents manages the delivery of all services. As a result of standardized practices, our clients consistently receive high-quality deliverables and results.

## Access
Our experts come from around the world, but the Credents leadership team is based in New England.

## Excellence
Together, the Credents leadership team and team members have a history of creating technology solutions that meet—and exceed—clients' expectations.

**THE CREDENTS TEAM**

## Quality
All Credents team members undergo a rigorous quality check as well as continuous training in best practices and the Credents infrastructure.

## Infrastructure
The Credents team works through a single infrastructure, providing a streamlined experience for clients.

## Oversight
Multiple layers of oversight—from team leaders as well as from the Credents leadership team—ensure success.

## Expertise
Each Credents partner is a best-in-class specialist in their domain, so our clients receive superior solutions from a single team.

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# History of Excellence

A commitment to excellence and innovation runs throughout everything we do.

The Vermont Office of Professional Regulation (OPR) required a technology solution that would improve the usability, access, and efficiency of its public protection services. Members of the Credents team worked with OPR to conceive of, manage, and realize a transformational software solution using the Pegasystems platform.

The Result: OPR has improved its public services via this digital solution, has streamlined its internal operations, and is positioned to support additional licensing for the future.

MetLife required the ability to onboard insurance partners from around the world in a scalable and reliable way. Members of the Credents team worked with MetLife using an agile methodology to plan, develop, and deploy a partner engagement platform.
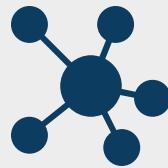
The Result: MetLife used the new platform to achieve its planned market and profitability objectives.

Assetminder is a global provider of fleet management software solutions. To remain competitive, Assetminder needed to reduce operational costs and offer features that its existing platform did not support. Members of the Credents team worked with Assetminder to develop and deploy a SaaS alternative to its legacy on-premise technology.

The Result: Assetminder's clients have realized benefits such as improved governance, security, and configurability, and support for mobile.

A US healthcare company struggled with maintaining a stable and high-performing data warehouse design. Members of the Credents team used a collection of AWS technologies to establish a baseline of its performance using the current design. That was followed with an adoption of AWS Data Lake–related technologies.

The Result: The client was able to accelerate the organization's decision making and meet its internal performance objectives.

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# The Credents Leadership Team

### Steve Mattera

Steve has over 30 years of successful experience using hardware and software technologies to solve complex business problems. Steve's career is underpinned with an undergraduate degree in Computer Science and a graduate degree in Technology Innovation from Boston University as well as a certification in Public Management.

Early in his career, Steve helped develop a family of complex real-time communication switching systems that ran worldwide network operations for American Airlines and American Express. Later during the buildout of the dot-coms, Steve led the development of several large, complex web-based businesses for www.epipeline.com and www.cvs.com. More recently and prior to co-founding Credents, Steve was the IT Director for the Vermont Secretary of State. While he was there, Steve successfully led significant technology transformation initiatives for multiple records and case management systems.

### Sanjaya Edirisinghe, PMP

Sanjaya has over 15 years of successful experience in leading complex, large IT programs across multiple geographies around the word for Fortune 500 companies and public-sector organizations. Sanjaya has an undergraduate degree in Computer Engineering and Science from the University of Peradeniya, Sri Lanka, one of the leading engineering colleges in the country. He is also a PMI certified project management professional (PMP), ITIL Certified Project Manager, and Certified ScrumMaster (CSM).

Before co-founding Credents, Sanjaya was a Director of Client Engagement at Virtusa, where he managed a portfolio of client programs worth more than $15 million. His clients included PayPal, MetLife, Siemens, GoWireless, the State of Vermont, and the State of New Jersey. He was the Virtusa Program Director for the Next Generation Licensing Platform (NGLP) at Vermont's Office of Professional Regulation.

# Meeting Technology Goals—Together

Consider the experience of working with a team that understands government processes, that prioritizes specialized technical expertise, and that consistently delivers excellence. Now consider working with one that doesn't.

With Credents, our clients get local accountability alongside international expertise, plus access to a wide variety of skill sets without the hassle of multiple procurement processes. We provide one-stop shopping of the very highest caliber.

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