

## Mission-First Modernization for Veterans

Leaders at the Department of Veterans Affairs are judged by a single measure: how fast and how well Veterans get the benefits and care they've earned. VA is pursuing ambitious reforms to deliver faster, simpler, more effective services to those who served. Those reforms include large-scale transformation: modernizing systems, improving service delivery, and building a workforce ready for tomorrow. With tight budgets, sharp oversight, and high expectations, the only way forward is to invest in solutions that work the first time, scale across the enterprise, and produce measurable gains in service delivery. This scale and complexity require demands partners who understands VA's environment, anticipate adoption challenges, and delivers results at scale that *last*.

### How Emerald One Delivers on VA's Mission Priorities

Veterans Affairs Priority	Our Approach
System Modernization and Decommissioning	Emerald One's approach to technology modernization ensures improved performance, security, interoperability, and efficiency while building a superior user experience.
User Adoption	Your technology solutions are only valuable when used. Our adoption and change management strategies ensure new systems are embraced and used as intended, and existing systems are evaluated for improved adoption.
Workforce Optimization	Our asset alignment frameworks help VA realign roles, processes, and performance measures to maximize output from limited staff, eliminate waste, and maintain operational continuity under resource constraints.
Veteran Experience	We help remove friction from the Veteran journey by redesigning processes, forms, and touchpoints to make benefits and care easy to access, easy to understand, and easy to complete.

### Proven Impact

We know VA. We understand its mission, its constraints, and its culture. We enables leaders to translate strategy into action, reduce risk, and achieve measurable results in complex environments. By combining our internal expertise with deep industry reach-back, we bring the best capabilities to bear in a way that fits VA's realities and sustains success.

### Acquisition Advantage

Emerald One offers easy access through a number of existing vehicles and maintains close strategic partnerships with other small businesses that ensure rapid, compliant acquisition.