

The background of the slide is a complex, abstract design. It features a light blue and white color scheme with various geometric shapes, including rectangles and circles, some of which are outlined in red. Overlaid on these shapes are faint, stylized circuit board traces and lines, suggesting a technological or engineering theme. The overall effect is a modern, high-tech aesthetic.

Veterans Enterprise Technology Solutions, Inc.

The Cutting Edge

“We owe our success to our valued employees that have helped us to grow and satisfy our customer’s requirements.”

-- Jim Moody, President & Chief Executive Officer, February 2012

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THE CUTTING EDGE

VETS, INC. QUARTERLY NEWSLETTER

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PRESIDENT & CEO ADDRESS

The additions to the VETS family in the past year serve to reinforce my personal commitment to assist in your growth and progression within your chosen career path. Your significance within this company cannot be overstated and I believe it is ever important to thank you for your individual attributes and ingenuity.

Moreover, it is my earnest belief that, although we all perform in various and distinct ways, it is our collective contributions that enable this company to thrive and expand.



*Mr. Jim Moody,
President & CEO*

The employees which comprise VETS are certainly ones of superb caliber, stamina, and overall vision. I might suggest at this point that you examine your personal skill set, the core of which has enabled you to reach insurmountable heights. Use this ambition and drive to reach higher and expound upon your talents while remembering that, as your CEO, I am here to accent your growth.

Let us all take a moment to reaffirm our commitment to the fundamental values of

Veterans Enterprise Technology Solutions: Customer Satisfaction, Excellence, and Integrity. With these principles in mind, I would like to encourage you to continue operating in the exemplary fashion that this company has come to be known by, a product which has propelled us towards remarkable success. Best wishes to you in the coming year. **V**

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On the Cutting Edge: Mr. Jim Moody

Mr. Jim Moody is looking towards a promising future for Veterans Enterprise Technology Solutions (VETS) Inc. in view of the retirement of former CEO, Jim Case.

“We ended 2011 with a very positive growth in revenue as compared to 2010 [SEE FINANCIAL PERSPECTIVE] and we expect to see additional growth in 2012.”

Not only has VETS maintained financial growth between 2010 and 2011, but the company has established a number of new offices. “Our corporate office is in Clarksville, Virginia. We have offices in Washington, D.C. We have

an office in Alexandria and one to open soon in Reston, Virginia. In addition, we also have operating locations around the country.”

VETS has seen a plethora of new contracts [SEE WHAT’S NEW] and was ranked for a second consecutive year in *Inc. 500*, a list of America’s fastest growing companies. “We anticipate making this list again in 2012.”

Mr. Moody remarks that, “During the coming year, VETS will proceed with new initiatives to solidify the management structure and processes to be more competitive in the future.” Some of these initiatives include: ISO (International Organization for Standardization) 9000 Certification,

SEI CMMI (Software Engineering Institute Capability Maturity Model Integration level 2/3 certification), PMP (Project Management Professional) certification for all Project Managers, and the creation of a Business Development Center of Excellence in Reston, Virginia.

In addition, Mr. Moody expounded upon plans to continue reviewing and enhancing the VETS benefits package, “to increase our ability to retain and hire our valued employees.”

VETS will also pursue the implementation of an employee recognition program which, as Mr. Moody puts it, will “serve as a way of highlighting significant employee contributions within the company.” **V**

Rodney Caswell, Chief Operating Officer (COO)

Meet your Chief Operating Officer (COO), Mr. Rodney Caswell.

His previous experience includes work with Kforce Government Solutions, Inc., the 10th largest vendor within VA, boasting some 250 employees under his management. Mr. Caswell assisted in the growth of the Kforce business unit by 20 percent, the majority of which was internal growth. In addition to these accolades, Mr. Caswell served as a Vice President, Division Manager with SAIC. Prior to SAIC, he was the Chief Project Engineer for DaimlerChrysler’s global web presence, leading software development from offices in Detroit, London and Singapore.

Mr. Caswell’s extensive background translates into a commitment towards the advancement of

VETS. “I am very excited about the opportunity to work with the VETS team at large as we continue to grow”, says Mr. Caswell.

“Your opportunity with VETS is unlimited – you can make your own future.”

For Mr. Caswell, continued progression is closely tied to the VETS employees that support the overall mission and vision of the company.

“Along with the exponential growth, comes the need to empower teammates. Everyone is rolling up their sleeves, continuing to increase communication between those in leadership roles, as we put new processes in place.”

By combining new initiatives aimed at education and training with employee-driven ingenuity, Mr. Caswell is confident in the continued growth of VETS in the coming year.

“Your opportunity with VETS is unlimited – you can make your own future. The successful employee in this company is the one who contributes to its growth and excellence in delivery. We truly value our VETS employees and, to that end, we want our employees to know that their professional development is a priority.” **V**



Mr. Rodney Caswell, Chief Operating Officer (COO)

VETS, Financial Perspective

Mrs. Heather Edwards, Chief Financial Officer and Sr. Vice President

Between 2010 and 2011, VETS has grown by leaps and bounds. From employees to contracts, revenue to benefits and incentives, this Service Disabled Veterans Company is burgeoning with remarkable productivity. And the proof is in the numbers.

“There will always be an opportunity to achieve maximum potential with us.”

Mrs. Heather Edwards, CFO and Sr. VP, notes that at the end of 2010, VETS Inc. has experienced marked growth. With the solidification of estimated 2011 figures on an accrual basis, incoming revenue has more than quadrupled in a single year. The financial expansion of VETS can be coupled with an increase of employees to reflect a promising outlook for 2012.

“Now, at the end of [2011], we have increased from 60 to about 440 employees” says Mrs. Edwards, and a fair percentage of this growth can be attributed to SCOSS and all of the other contracts that accompanied it.

Moreover, VETS employees can expect to see added benefits given the tremendous influx of employees. Essentially, as Mrs. Edwards remarks, “More revenue means more options, more benefits, for VETS employees. Going forward with 2012, there will be more benefits including collaborative ideas that will make for great incentives”.

In fact, Mrs. Edwards notes that benefits and incentives are just one of the several reasons VETS, Inc. remains competitive in the given market. “We respect and value the individual, not only for their contributions, but because we also want them to know there will al-

ways be an opportunity to achieve maximum potential with us.”

In light of 2011 growth and progress, VETS employees can expect to see some significant changes and initiatives such as employee training and certifications.

“At VETS, we foster an environment that attracts high quality and high performance employees and that promotes diversity. Great employee development and advancement, learning, and opportunities for growth are key factors that we always consider.” *V*



Heather Edwards, CFO and Sr. Vice President

On the Horizon: HR Initiatives

Submitted by Mrs. Kendele Underwood, Director of Human Resources

As a valued employee of Veterans Enterprise Technology Solutions, Inc., we believe that you should always be abreast to upcoming events within the company. It is our sincere desire that the initiatives that have been put in place will reflect our dedication to you, our outstanding employee.

Here are just some of the initiatives you can be on the look out for in the coming months.

In the pursuit of employee satisfaction, we are working diligently to enhance your benefits package. Look for more

details in the April newsletter.

May of this year is open enrollment season for all group policies. The group policies included in the upcoming open enrollment are Medical, Dental, Vision, and Life Insurance and Short and Long Term Disability.

Additional information will be distributed in May 2012. Please note, this open enrollment is for full time employees not employed on the USCIS SCOSS contract. Open enrollment for all SCOSS personnel will be held in September of this year.

Last, but certainly not least, VETS has finalized our Employee Hand-

book and Supervisor's Manual. Due to our employee growth and placement throughout the country, VETS believes that it is of the utmost importance to provide you with an available source to find useful and reliable information concerning company policy. The Employee Handbooks and Supervisor's Manuals will be distributed in the near future.

As always, we would like to ensure you that the VETS Human Resources Department is readily available to you; it is our pleasure to assist you and make your employment with this company consistently rewarding. *V*

Employee Spotlight: A Section 508 Standout

Featuring Ms. Joy Relton, Test Engineer for Section 508

Ms. Joy Relton possesses a spirit of cooperation, inclusiveness, camaraderie, and fellowship. In what can only be described as a redefinition of “disabled”, this highly capable VETS, Inc. employee embodies the description of dedication and amiability.

“Web developers tend to forget that Section 508 is not about any one disability. It’s about inclusiveness.”

In a highly competitive and often taxing workforce, Ms. Joy Relton continues to exude an infectious energy and a love for her work.

Ms. Relton, who has been blind since she was five years old, is a VETS Test Engineer within the Veteran Affairs Department’s Section 508 Compliancy Program, which provides Department-wide validation and conformance testing for web pages, software, and documents, among other tasks. Her occupation requires her to examine multiple processes for disabled-user accessibility while offering suggestions to developers. With the help of her teammates, Ms. Relton has assisted in the sustained functionality of technology within Veterans Affairs. “In our particular office, one member of every team is blind,” says Ms. Relton. “The largest population of

disabled people using technology that benefit from the outcome of our services are mobility disabled. But one of the things about testing with assistive technology for disabled users is that if it works for [blind users], it will pretty much work for everything else.”

Despite Ms. Relton’s ever upbeat approach, a position within the Section 508 Program is not without its challenges. “It can be frustrating when I get a piece of material that I can’t access. But once they see how the assistive technology services interact with their established product, developers are able to see how they can make their designs more inclusive.”

And overall inclusiveness is key to this determined VETS employee. “The more ways you can put a particular piece of information out in a web page, the better it is,” says Ms. Relton. “Some people respond well to color, others to sound, so why not use multiple indicators. Because blindness is considered a severe disability, developers may forget that Section 508 is not about any one disability. It is about inclusiveness.” Ms. Relton’s dedication to disabled-user accessibility stems from a long history with assistive technology. She will celebrate her two-year an



Ms. Joy Relton, Test Engineer for Section 508

niversary with VETS on April 19th but says that she has participated in this field for numerous years. “In different aspects relating to Section 508, I have been working in this field since 1997, but of course I’ve lived and breathed this field because I have been blind since I was 5 years old.”

Ms. Relton, who is the mother of two and recipient of her law degree from the George Mason School of Law in 1989, often recalls her introduction to technology and computer processes as she pursued higher education.

“As computers became more sophisticated and the possibility for greater access arose, I just became interested in learning more about these tools. And then finally, I started training people to use assistive technology. And in the process of training others, I was asked to test this and that.” After a few brief chuckles she added, “I guess that’s the long way around saying, it was just life.” **V**



Ms. Joy Relton's Seeing Eye Dog, Rusty

VETS Program Highlight: Service Center Operation Support Services (SCOSS)

Submitted by Ms. Carol Dewey, Vice President & Senior Program Manager

The Service Center Operations Support Services (SCOSS) Program commands attention by its sheer size and staffing. In this feature, Ms. Carol Dewey takes the time to highlight the outstanding attributes of this unique contract.

SCOSS is a task order under the Department of Homeland Security PACTS contract. This is an extremely valuable 4 year task order. It was put out for bid exclusively to PACTS contract award-ees who are all Service Disabled Veteran Owned Small Businesses.

VETS, Inc. is the prime contractor with one Subcontractor, Serco, Inc., who was the previous Prime on the effort. The task order involves performing mail, file, data entry, and fee functions at two United States Citizenship and Immigration Services (USCIS) Service Centers located in Lincoln, Nebraska and Mesquite, Texas. These Centers accept applications and petitions for benefits under the Immigration and Nationality Act. The Base year of Operations on this task order went from 1/24/2011 until 11/30/2011. During that period VETS, Inc. performed the following volume of work at the Lincoln and Mesquite Sites:



SSCOSS Employees at the Nebraska Service Center: Front Row (left to right): Dawn Hopwood, Jeanette Menke, Crystal Kaster, Garner Johnson, Sue Settell, Sarah Walsh 2nd Row: Dick Kocarnik, Joe Hames, Shannon Davis, Pat Terpstra, Lisa Doncheske, Tina Little, Tammy Williams, Michele Nicholson, Becky Schmit, Jason Ortmeier Top Row: Gil Andersen, Sandy Woods, Lynda Staehr, Mike Hess, Benjamin Mattson, Ruark Hotopp

334 being VETS, Inc. employees. For the most part, they are Service Contract Act Employees who perform in the above identified tasks.

More on Ms. Dewey: Ms. Carol Dewey retired from USCIS and

VETS in January of 2011. She has over 23 years experience in administering both the benefits and law enforcement aspects of the Immigration and Nationality Act.

In addition, Ms. Dewey has substantive HR experience with the Federal Government both as an HR Staffing Specialist and an HR Generalist. She also spent 5 years in the Labor Relations arena, negotiating union contracts, responding to grievances and Unfair Labor Practices and defending Agency cases before arbitrators, the Merit Systems Protection Board and the Federal Labor Relations Board. V

Volume of Work Performed by VETS, Inc.		
Mail	11,951,882	Pieces of incoming and outgoing mail processed
Data Entry	1,802,835	Data entry transactions
File	54,971,498	File transactions
Fees Collected	\$100,566,985.08	Receipted and deposited
* Please note, these figures are all in millions.		

There are currently 612 employees on the SCOSS task order with

ran the SCOSS contract for Serco, Inc. prior to coming to work for

A VETS 2012 Goal:

PMP Certification

As VETS, Inc. continues to foster a tradition of customer service, excellence, and integrity among our various Government and commercial clients, it is ever important to actively pursue opportunities for professional advancement.

Dr. John Rose, VETS Vice President for Strategic Planning, has noted one goal of the President and CEO, Jim Moody, is to have all Project Managers become PMP certified. "PMP certification is both important and critical for future success of the individual and our company," notes Dr. Rose.

This certification, which is offered by the Project Management Institute, Inc., is geared towards project managers who wish to demonstrate their proficiency and outstanding leadership abilities. Moreover, the PMP has become a go-to-credential when determining if a project manager has the needed skill set to direct a project towards success and sustainability. Interested parties will need to meet certain criterion before submitting an application for PMP testing.

Applicants with a secondary diploma, from a high school or global equivalent, will need to demonstrate at least five years of project management experience resulting in 7,500 hours of leading or directing projects. Project managers with a four-year degree, such as a bachelor's degree or global equivalent, will need to demonstrate at least three years of project management experience resulting in 4,500 hours of leading or directing projects. Candidates with a secondary diploma and those with a four-year

degree will need to provide evidence of 35 completed hours of Project Management Education; applicants can provide evidence of their participation in PMI courses, employee/company-sponsored programs, university/college academic programs, etc. Once your application has been accepted, the PMP exam will be adminis-

tered at a Prometric testing center. This intensive exam will feature 200 items in the six performance domain areas. The Project Management Professional (PMP) Certificate is an ideal option to bolster the vital function of project managers as they continue to guide the progress of their projects and the functionality of project teams. **V**

What's New?

2011 Contracts

The sum of all four quarters in 2011 saw nineteen new or renewed contracts. This is an impressive finish to another award winning year.

VETS continues to stand apart from competitors by demonstrating solid management and methodologies, adherence to industry standards, and a genuine commitment to providing quality services and products to our customers, whose satisfaction is demonstrated by their follow-on and new work.

Therefore, 2011's three follow-on programs, including the U.S. Department of Agriculture's Risk Management Agency, the Healthcare Cost Report Information System (HCRIS), and the Advanced Computer Flight Planning (ACFP) Support Services, are all the more testaments to VETS' dedication to exemplary performance. Likewise, the Office of Research and Development (ORD) and the Work Study Management System (WSMS) programs have contracted VETS for additional work.

Also noteworthy is the Consolidated Hosting Services for the Joint Acquisition and Assistance Management System (JAAMS) and the Disaster Credit Management System (DCMS), which is the first of its kind with the Small Business

Administration. Furthermore, the Civilian Health and Medical Program of the Department of Veterans Affairs' Health Administrative Center (CHAMPVA- HAC) Eligibility and Enrollment Systems Improvement Project holds the distinction of the first task awarded under the Department of Veterans Affairs' Veterans Relationship Management Information Technology Solutions and Support Services Indefinite Delivery/Indefinite Quantity (VA VRM ITSS IDIQ) contract vehicle.

VETS has a long history of supporting the Department of Veterans Affairs (VA)," says Ingrid West, VETS Contracts Manager. "After the 2011 awards, it really stands out as the agency we have the most active contracts with. In total, VA projects are expected to generate close to 45% of the company's 2012 revenue." Yet, the Service Center Operations Support Services (SCOSS) Project, which was awarded in the first quarter of 2011, remains a standout. "SCOSS has been around for a while, but represents approximately 35% of our overall revenue" says West, a fact that establishes its influence and respectability [SEE PROGRAM HIGHLIGHT]. **V**

For more information on any of the articles featured in this quarter's newsletter or to contribute to this publication, please contact Whitley Anderson. wanderson@vets-inc.com