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The Cutting Edge



Veterans Enterprise Technology Solutions, Inc. is a Service-Disabled Veteran Owned Small Business (SDVOSB)

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A Message from VETS President and CEO, Jim Moody

To fellow VETS teammates,

Summer is approaching and will soon be here. Let me remind you once again of the importance of planning time away from the job to be with family and friends. We all need time to recharge and clear the “clouds from our coffee.” I urge each of you to plan your vacation so that you can rest, relax and be with those special to you. It is both for your mental and physical well-being.

Taking time from work exhibits trust in those on your team and allows others to grow professionally as they act on your behalf. In addition, it develops skills in those we expect to move into leadership and managerial positions in the future. We owe it to our employees to allow them to grow and experience the challenges of being in charge.

One thing I do NOT want you to do when on vacation is conference call to the office for meetings and other up-dates; turn the phone off; do not check office email; trust the person you put in charge. Allow them to do the job while you enjoy time with family and friends. You will return refreshed and your team will be more trusting in you.

This edition of the Spring/Summer 2018 Newsletter is designed to bring you up to date on several initiatives within our company.

First, I am proud to introduce our WaitBusters’ Call Center Team. They are working hard to sell our Digital Diner management and marketing software. The team works under the leadership of Aaron Jones, Deputy Director of Sales. I encourage you to read more about the work of the team on page 6.

Secondly, in a strategic move designed to take us into a business area where we have never been, we are moving to offer cloud-based services in partnership with Microsoft and Amazon Web Services. VETS has already joined both cloud service providers’ partnership programs. While this is not new to some businesses, it will be a new adventure for VETS.

In making this move we hired Larry Rudnick, a person with 25 years of experience in the IT field with extensive knowledge of Cloud technology. Larry is the right person to lead this effort. Along with Mark Muller, our VP for Civilian Programs, we are expecting great things in this new business line. Read more about Larry and our startup efforts with the cloud on pages 3-5.

Finally, as I trust many of you are aware, we have a new e-learning provider, RedVector. The transition from LearnSmart to the RedVector Online University platform has begun. All of us with LearnSmart accounts will be involved in this transition soon. One very important note: any courses that have not been completed will have to be restarted in the new system. Please note the update from our RedVector point of contact on page 12 .

James H. Moody

President & CEO





SPOTLIGHT:

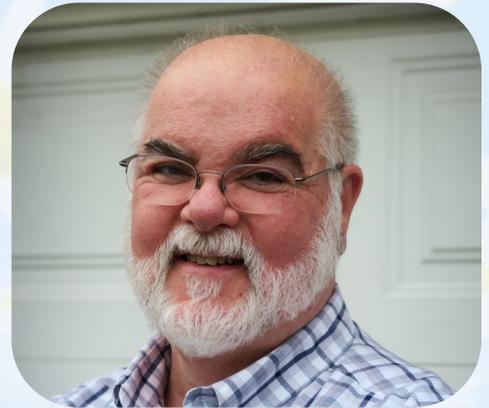
Larry Rudnick, Director of Cloud Strategy/Solution Architect

Larry Rudnick joined VETS on January 22, 2018, to help the company take advantage of the growth that cloud computing is experiencing with the government. In that role, he will help with Business Development, interface with the cloud vendors like Amazon Web Services and Microsoft, and work with customers to help architect cost effective cloud solutions while maintaining a secure and compliant environment.

Larry has 25+ years of experience in IT in a variety of roles – engineer, consultant, manager, director and, most recently, solutions architect. He's worked on Wall Street for many years, including managing the NY Oppenheimer Funds IT department during the first attack on the World Trade Center in 1993, seeing the company through the crisis by establishing 11 networks to keep the company working over the course of one weekend. Other financial/banking experience included management of the IT area of a regional bank in NY, during which he converted the infrastructure from Arcnet to Token Ring (yes, it was a while ago). He earned a MBA from New York University and has

been involved in designing IT infrastructure, agile software development, data center migrations and Cloud solutions.

After a stint in the Merchant Marine as a Communications Officer serving on Naval oceanographic research vessels from 2006 to 2010, he started to work in the federal IT contracting space. Initially an independent consultant, Larry worked for NASA to analyze and recommend improvements in their budget formulation and execution process, and then went to the VA to set up ITIL based help desk processes. Later, as a program manager, he built a top technical and service team and led that team to establish a hybrid cloud environment and Software as a Service (SaaS) solutions for the Small Business Administration. He was the Director of Program Operations for another federal IT contractor before becoming a solutions architect to lead development of technical proposals and white papers, while engaging government clients in the implementation of state-of-the-art solutions to solve their traditional IT problems.



At VETS, he is helping to further explore the Cloud and assist in establishing a Cloud practice to support the company in taking advantage of the growth in cloud computing within the federal government. There are challenges, like educating the customer, that he's ready to take on.

When not exploring new technologies, he's passionately involved in landscape photography, travel and sailing (with over 40 years as a sailor, he and his wife, Diane (the Admiral) spent 7 years cruising the Caribbean on their sailboat).

VETS Exploration of Cloud Opportunities

The “Cloud” is almost ubiquitous in our lives considering that everyone who uses technology in any form is accessing some form of cloud computing. If you use the Internet, you’re in the cloud. The confusion sometimes stems from the fact that there are different types and difference services available. Cloud computing is being adopted by governments and businesses because it’s a way to use computer services without making the huge capital investment in the hardware and software. It’s the “pay-as-you-go” model - the organization pays for the computing services it actually consumes rather than establishing and maintaining a large infrastructure of hardware and software. The basic types of cloud are public, private and hybrid. The services offered are Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). The lines between these are sometimes blurred, but these are the basics.

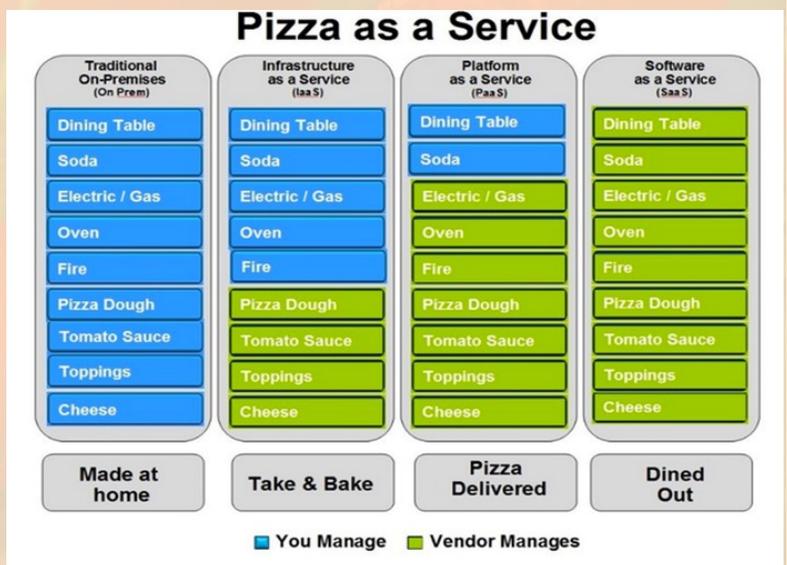
Public cloud simply means that there are many customers using services that are on shared resources. These users can “ignore” the underlying resources since they are set up and maintained by the cloud provider. A private cloud is one where one customer uses resources dedicated to just that customer, but those resources are still set up and maintained by the cloud provider. Finally, a hybrid cloud is one where some resources are shared and some are private. The history can be traced back to time sharing services in which companies bought “time” on mainframes, avoiding the huge costs of buying, installing and maintaining the machine.

The distinction between IaaS, PaaS, and SaaS is basically where the customer wants to work in the computing stack. IaaS means that the cloud provider is supplying the computer, storage, network and related infrastructure for an organization to function.

The enterprise still needs to supply the software they want for their business functions like finance, accounting, and custom business applications. The PaaS model takes this further by the vendor also supplying items like the database, development tools, middleware and APIs. Finally, SaaS goes further by the vendor supplying the finished software for the customer. This is what most people are familiar with through services like Microsoft Office 365, Google Gmail, Salesforce, etc.

The following analogy may illustrate this better. Imagine you want pizza for dinner. There are several options from buying all the raw ingredients and making it all yourself or going to a restaurant and ordering one. The graphic below was first drawn by an IBM employee but it has circulated widely since 2014.

Why is this important to VETS? It’s because the market for cloud services is large already (approximately \$260B worldwide) and is growing. Cloud adoption in the federal space is increasing as a way to cut costs, expand capabilities and increase flexibility. This is also due to a number of federal initiatives such as “Cloud First”, initially published by the Office of Management and Budget in 2010.

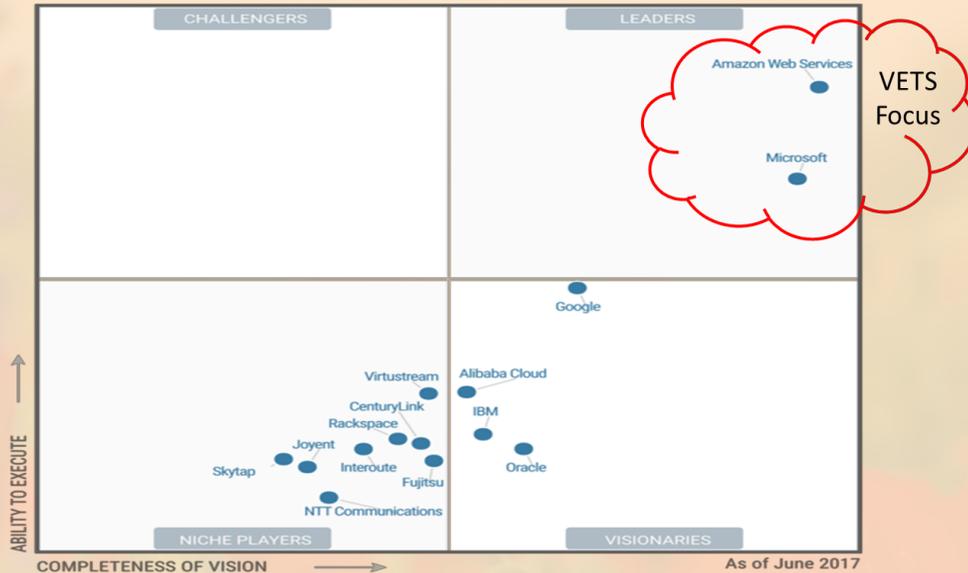


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VETS Exploration of Cloud Opportunities, continued.

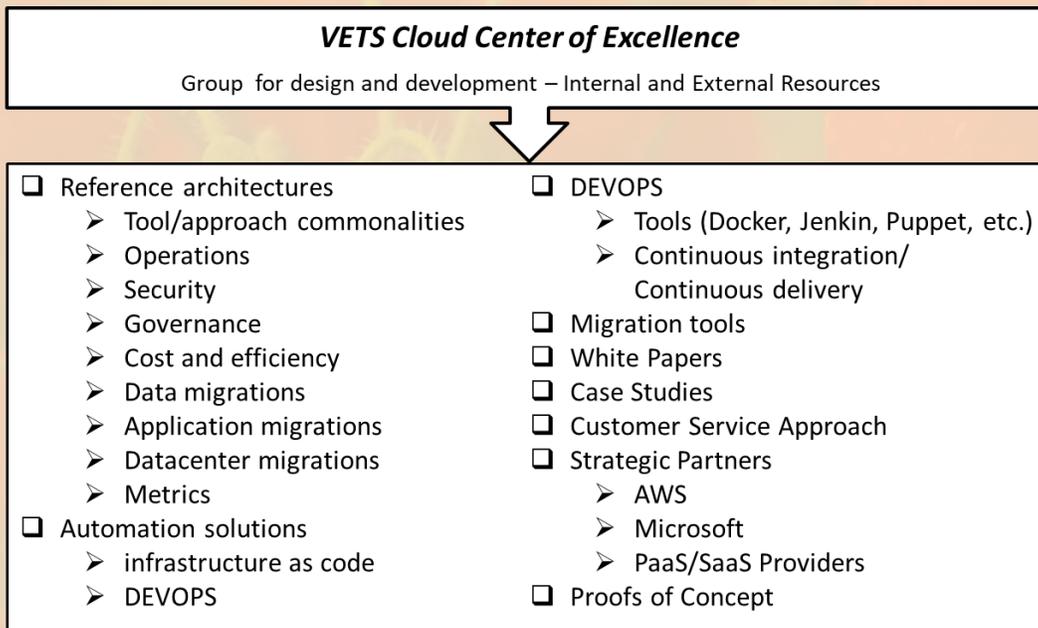
Moving into the cloud space, we believe our focus should be with the two leaders in the field at present--- Amazon Web Services and Microsoft Azure. The chart below reflecting the Gartner “Magic Quadrant” for Cloud Services Providers, shows what companies are playing in the market and where they stand according to the two axes used (“Ability to Execute” and “Completeness of Vision”). This is where we believe the best payoff will be for our team.

Cloud Vendors: Gartner



Finally, we are in the process of establishing a VETS Cloud Center of Excellence. This will be a group composed of VETS staff and outside vendor subject matter experts that can help with client support solutions and recommendations.

VETS employees on any program with any experience or expertise are encouraged to contact Larry Rudnick at lrudnick@vets-inc.com to participate in the planned Center of Excellence. We are in the member recruitment stage at the moment and there is no specific time commitment to date. If you are interested in being part of this ground-breaking effort, reach out to Larry.





SPOTLIGHT:

WaitBusters' Call Center Team

VETS would like to introduce our WaitBusters' Call Center Team working out of the Clarksville, Virginia office.

The team lead is Mrs. Aaron Jones, the Deputy Director of Sales.

Pictured with Aaron are (from left to right) Kolbe Thomas, Aaron Jones, Kim Watts, Emily Toombs, and Darren Manicone.



The Call Center Team spends their day scheduling demos of WaitBusters' software, making introductions of the Digital Diner software and reaching out to restaurant managers offering an "all in one guest management and marketing solution." A new feature about to enter the market is an on-line ordering tool that will allow customers to reach their favorite restaurants through Facebook messenger and Amazon Alexa.

WaitBusters' Digital Diner offers guest management and marketing software providing restaurants a less expensive and more robust all-in-one alternative. We believe our software provides an improved customer experience, better customer acquisition, streamlined hosting and management, with no requirement for expensive hardware.

For a video demo on Digital Dining at WaitBusters' go to our website: www.waitbustersdining.com.



DIGITAL DINER SEEING TRACTION...

In the last edition of the VETS Newsletter we announced the release of our Waitbusters Digital Diner Software as a Service (SAAS). Since December 2017, we have added several restaurants to our customer base. Digital Diner customers have used the software to seat more than 50,000 guests. Additionally, Waitbusters also introduced new Digital Diner features adding to its already impressive list of features.

The new Digital Diner features include a loyalty program. As a restaurant owner, there are two core goals of a loyalty program: offer guest incentives and also gather information about those guests in the process. The result is value not only for the guest, but for the restaurant itself. Loyalty programs don't just create repeat customers, they increase sales overall and give the customer a more personalized experience. The bottom line is that loyalty programs create a personal relationship between a restaurant and its customers

Waitbusters' CPO, Shane Gau, explains, "After speaking to multiple restaurant owners and understanding the importance of repeat customers, we believe that this 1-2 punch of a combined SMS marketing and loyalty program provides restaurants, using Digital Diner, a tremendous advantage over their competition that does not. The launch of our loyalty program brings us one step closer to our ultimate goal of delivering a true all-in-one restaurant operations product."

Waitbusters is also preparing to launch in May its omnichannel online ordering capability. The online ordering capability will be available via the web, chat bots, Amazon Alexa and SMS messaging. Waitbusters expects to drive sales through this new service as there are few offerings in the space offering restaurants this capability.

The Waitbusters team will attend the 2018 National Restaurant Association (NRA) Show in Chicago, IL May 19-22. Since the NRA Show last year, Digital Diner has evolved from a wait-line management tool into a comprehensive front of house and marketing product suite. The Waitbusters' team will be at the show to explain all of the robust features as well as provide on-site demos for interested restaurants at Booth #6154. Last year's show yielded several important contacts and the largest Waitbusters customer. The team looks forward to showing off the Digital Diner features.

NATIONAL RESTAURANT ASSOCIATION | **NRA SHOW 2018**
THE INTERNATIONAL FOODSERVICE MARKETPLACE

VISIT WAITBUSTERS AT BOOTH #6154
MAY 19-22, 2018 • McCORMICK PLACE • CHICAGO IL

WALKING POINTS

A DOCUMENTARY ABOUT CANCER DETECTION DOGS
SEARCHING FOR THE CURE FOR CANCER

NOW AVAILABLE TO BUY & RENT



Cancer remains a serious threat to humanity despite the most modern medical research and technology at our disposal and billions of dollars that has been spent on cancer research. This film explores the possibility of early discovery of cancer through detection dogs AND reveals a way in which we can beat the deadly disease once and for all.

The film, directed and produced by Christina & Michael Rose, the daughter and son of John Rose, VETS Vice President for Strategic Planning, follows three firefighters who are detected by cancer detection dogs to have cancer. The film takes us on their journey. Along the way the film meets with medical professionals who

believe they have the cure for cancer. The documentary explores the hidden power of food that some believe can save us from toxic chemotherapy and radiation treatments and huge medical bills. The film offers the observer an opportunity to take full control over their health in ways not known in the past.

If you are interested in knowing more about cancer detection dogs and how some in the medical community are suggesting that food can cure or reverse cancer, you will enjoy seeing this film. The film is available from the following sources.

Purchase DVD:

Facebook (Shop Now button) --> <https://www.facebook.com/walkingpointsdocumentary/>

Rent/Purchase Online:

Amazon --> <https://www.amazon.com/Walking-Points-Christina-Rose/dp/B075K5WNDH>

Google Play --> https://play.google.com/store/movies/details/Walking_Points?id=eEFmgEPN85c

AN IMPORTANT MESSAGE FROM THE VETS HUMAN RESOURCES TEAM



MAY 2018: VETS Employee Benefits Open Enrollment!



Again this year, VETS' Team will make their Open Enrollment elections online using a link on their VETS EMS Homepage at www.cbizems.com.



Please be sure to check your @vets-inc.com email for announcements and IMPORTANT deadlines regarding OPEN Enrollment for the plan year June 1, 2018 to May 31, 2019.



Questions? Contact VETS Human Resources at hr@vets-inc.com.



Chaplain's Corner

Spring has made an early appearance here in Southern VA, and I've started some of my spring cleaning. Items I no longer use have been taken to the local thrift store and there have been several extra trips to the dump. Spring is a great time to clean up our homes and it is also a good time to clean up our own souls and start a new chapter in our lives. Do you have any of these you need to clean out?

Bitter Memories: Someone once said, "Being bitter toward someone else is like drinking poison and expecting the other person to die." Pour that bitterness out of your soul, it is only harming you.

Cluttered Relationships: We all have times when we need to go to someone else and clear some things up. Not addressing those issues keeps our own lives full of uncomfortable stuff that takes up room where good things could go. Talk it out, and you'll find your soul open for new and good experiences with your friends.

Dark and Dusty Closets of the Past. Whether it is a past failure, a mis-spoken word, or some other event that you are still punishing yourself for, now is a good time to clear that away. If you need to make amends, do so. If you need to forgive yourself, seek out the help of a trusted friend, spiritual leader, or your chaplain. You don't need to keep the door shut on those dark and dusty places. Clean them out and you'll find new sunshine in your soul.

Take a bit of time each week to clean out some of these, and you'll be ready to receive the good things that life will bring.

On the journey together,
Greg
Dr. Greg Randall,
VETS Corporate Chaplain



You can contact Greg via e-mail at chaplain@vets-inc.com. Feel free to send a prayer request or ask a question anytime. To speak to Greg, call 855-483-8746 ext 121. Please leave a message if you get the voice mail, and the chaplain will return your call. Greg is available to talk with you about spiritual issues, family issues, relationships, stress, grief, or any other area that is a concern for you. All chaplain services are voluntary and at the employee's direction and initiative, and the chaplain does not favor or promote one expression of faith over another.

Period of Employment Awards

VETS provides an award for employees with continuous service for 5, 10, 15, 20, and 30 years. Awards are presented during the calendar month in which the employee's anniversary occurs. The following employees have earned their 5 Year Period of Employment Award.

- **Mona Moody** 1/14/2018
- **Jane Clarke** 1/14/2018
- **Jamie Rose** 2/26/2018
- **Joshua Glasscock** 4/30/2018



WE ALL FACE TOUGH TIMES

John P. Rose

I am currently in contact with a lady with incurable pancreatic cancer. As her condition worsened and chemo and radiation was not helping, she qualified for an experimental treatment at the National Institute of Health in Bethesda, Maryland. The treatment made her condition worse placing her in intensive care for almost three weeks.

The medical community concluded that there is nothing more to do. All treatment stopped. The oncologist has given up. She has been given three months to live.

I visit as often as I can. I feel helpless. At times I do not know what to say. It is an awkward and uncomfortable feeling that comes over me.

To my great surprise she is at peace with her situation. She openly talks about what she is going to do for me “up there on the cloud” after she is gone. She brings such a positive sense of courage, determination and love to her family and everyone around her. Her attitude is strong, positive and determined to not utter a negative word.

She has become the most incredible person I know. She does not know how to quit; she does not know how to stop smiling and cheering us up even after being told that she only has a short time to live.

She has defined her life and her attitude in the most positive terms. Pancreatic cancer will take her life, but no

one is going to take away her positive attitude.

So where does that take us and why am I sharing this with you?

Let’s talk for a moment about the tough times we all face in life. Everyone has bad days. There is a big difference in having a bad day because you are late on a project and the boss is not happy, to having a bad day from a death in the family or bad news from a medical specialist. Whatever the case, it takes strength, focus and a positive attitude in knowing that you have survived your worst day(s) and come out stronger because of it.

There are three points that are important for all of us to think about.¹

One, the tough challenges do not define you, how you respond does.² Often there are events in our lives that we cannot change and there are challenges that cannot be overcome. But that is no reason to let the negative aspects of life define and shape our lives.

Two, in bad times we will always have choices. Taking charge of the situation is always better than living with self-pity. You manage the options, the choices you want to live by. The lady that I noted above with terminal pancreatic cancer has made her choices and she is so much stronger and self-confident because of it. Because we know how this story will end it makes her life and mindset even more remarkable.

Three, we can learn to manage our attitude. It is our attitude; we feel it; we determine it; we can change it IF WE WANT TO.

It’s okay to be sad, anxious, worried, frustrated and stressed.³ But such emotions should not define us. Bad days come and we must let them go. Our attitude does define us. If you find yourself in a rut, change it. It does no good to dwell on the negative. Remember, you are not the only one out there having a bad day. Make a concerted effort to think about the bright things this life has given us. Practice gratitude; it is amazing what making others smile can do for YOU.

At times during life’s journey we are exposed to tools that make a difference. How we use them, apply them, live them is up to us. We are the drivers in this sometimes crazy and mixed up world. Give some thought to the tools noted above and reflect on how YOU would rise above adversity when it strikes.

Notes:

¹April Thompson, “Rising Above Adversity: How to Strengthen Your Resilience Muscle;” *Natural Awakenings*; Washington, DC, February 2018; pages 14-16.

²Doug Hensch, author of “Positively Resilient: 5 ½ Secrets to Beat Stress, Overcome Obstacles and Defeat Anxiety;” from page 14 of the April Thompson article.

³April Thompson, “Rising Above Adversity: How to Strengthen Your Resilience Muscle;” *Natural Awakenings*; Washington, DC, February 2018; page 16.

Hunting with the Warriors of Virginia

On April 27th and 28th Jonathan Chumney, Sales Executive for WaitBusters, was able to participate in the 3rd annual Warrior Hunts of Virginia (WHV) spring gobbler hunt as a videographer. Jonathan has been an avid sportsman since a young age and is honored to have been invited back by WHV for a second year. This growing organization's mission is to ensure that our veterans never feel alone and that they are able to fulfill the dream to hunt again, or for the very first time. This was the case for 28 year old Luke Maynard. Maynard served over 10 years in the Air Force, including 3 tours in Iraq and 1 in Afghanistan. He worked for 2 years at Ramstein Air Base in Germany where he also received therapy for injuries sustained to his back. Now home, Maynard was able to spend two mornings listening to and watching numerous turkeys in the woods. Unfortunately, he was not able to get a shot, but the memories made by all the men in attendance are invaluable. Jonathan is looking forward to future hunts with WHV.



Pictured left to right: Jonathan Chumney, Jeremiah Fix, Bucky Daniels and Luke Maynard.

Thank You!

From, Clarksville Elementary School's Destination Imagination Team

Each year, VETS supports the Destination Imagination team at Clarksville Elementary School. The team is comprised of 4th and 5th grade students that collaborate to work through a creative process in order to achieve a common goal. Destination Imagination gives the students the opportunity to choose from "STEAM-based (science, technology, engineering, arts and mathematics) Challenges that help bridge the gap between what students learn in school and the skills they will need to thrive in an ever-changing economy."

This year's team, The Ooga Boogas of 2118, chose to complete the Fine Arts Challenge. This required the students to write a 2 act musical involving various technical and theatrical components that could be performed in 8 minutes or less. The team earned First Place at the Regional Competition and Second Place at the State Competition. This achievement advanced the team to Global Finals which will be held in Knoxville, TN during the last week of May. At this level, the students will compete against teams from around the world. This is quite an honor and the team is proud of this accomplishment.

The team would like to thank VETS for the continued support and prayers as they head to Globals!



An Introduction to VETS e-learning Online University

The transition from the LearnSmart e-learning system to the RedVector Online University for our e-learning platform is about to begin.

As has been noted in earlier editions of the VETS Newsletter, our e-learning support contractor was acquired by Vector Solutions in 2016.

Over the next 30-45 days we will be transitioning to an updated learning system which is much more intuitive and user friendly.

The RedVector Commercial division of Vector Solutions was founded in 1999 and provides training solutions for over four million users.

Our organization will soon have immediate access to over 900 courses. There are 3,500 within the RedVector platform and more than 7,000 courses within Vector Solutions.

We are working closely with our point of contact at RedVector to design a VETS branded site. Once the transition is complete all active LearnSmart account holders will be provided with a new training URL, user ID and password.

Please note all VETS LearnSmart account holders will be expected to complete the transition into the new system by mid May 2018. Courses that are not completed will have to be restarted in the new system.

More information to follow soon. Watch for transition information coming to your VETS email account.

**Value of
e-learning**



**Make YOUR
Life Easier**

- To Promote a Culture of Learning & Excellence
- For Setting Goals for Annual Performance Appraisals
- To Use When Mentoring
- During Team Building Meetings
- For Coaching & Disciplinary Actions
- To Ensure Fair, Consistent Treatment
- e-learning can Make Your Work (& Home) Life Easier by Increasing Understanding, Communication, & Time Management, which Reduces Stress and Decreases Issues



5 Essential Cybersecurity Lessons for All Employees

Securing your company's networks and data is up to you. All employees must have the knowledge to safely navigate platforms and ultimately protect sensitive data and/or personal information.

Learn the Cybersecurity Basics in under an Hour.

RedVector's micro courses cover the following:

- ✓ Browser Security Basics
- ✓ Cybersecurity Overview
- ✓ Email and Messaging Safety
- ✓ Password Security Basics
- ✓ Protection Against Malware

94% of people said they connected their enterprise devices to unsecure public Wi-Fi networks.

Only 1/3 of people managing 10 or more login credentials said they had at least 10 unique passwords.

RedVector
Leaders in Online Education & Training