## Who we are...

Arctic IT is certified by the SBA as an Alaskan Native minority-owned small business **ANC 8(a)**. We are a **GSA Schedule IT 70** awardee, a **Navy Seaport-e** prime contractor, and **Microsoft Gold Certified Partner** focused on deploying Microsoft applications for the Federal Government and Native American tribes since 2003. Our main offices are in Federal Way, WA, and Alexandria, VA, and our headquarters office is in Anchorage, AK.

## What we do...

- We build and modernize unique line of **business applications** for the Government on state-of-the-art Microsoft platforms with industry leading tools (CRM, xRM, C#, JavaScript, HTML5).
- Our core product expertise consists of Microsoft **Dynamics CRM**, **SharePoint**, **Office 365**, and years of systems integration and **ERP** implementation across multiple business sectors.
- Our consulting services and depth of business knowledge have made us a valuable partner to Microsoft and our clients. Our capabilities for core platform and infrastructure deployments, **on-premise and in the cloud**, make us the right choice every time.
- Our commitment to client success and expertise in business applications and platforms make us unique.

## A sampling of our experience...

Arctic IT is contracted to update, add, and migrate the Department of Interior **Bureau of Indian Affairs** (DOI BIA) Dynamics CRM on-premise to the Dynamics CRM Online Government Cloud. This contract will add 6 new programs to the CRM solution for use in the field, through the Microsoft Cloud, by tribal and BIA resources.

Arctic IT modernized the **HUD** FHA Single Family Call Center's Microsoft Dynamics CRM solution. FHA's Office of Single Family Housing provides guidance and assistance to the public in all aspects of the FHA mortgage insurance process. Both HUD and contract staff needed access to an advanced CRM tool along with an online knowledge-base on general loan origination and servicing. Arctic IT implemented Microsoft Dynamics CRM Online Government, configured it for a call center, and integrated it with Microsoft's Parature and USD, a first in the market.

Arctic IT has performed under two contracts for the **U.S. Department of Veterans Affairs** Financial Services Center (VAFSC). The first was a 5-year contract to support multiple installations of Microsoft Dynamics ERP/CRM for the VAFSC in Austin, TX. We then determined the feasibility of implementing Dynamics ERP/CRM for internal operations at VAFSC. We performed onsite business requirements planning and implemented Microsoft Dynamics ERP cost accounting with a focus on CRM for contract management and SharePoint as the centralized portal claims processing. Arctic IT is currently upgrading the Dynamics ERP and CRM solutions.

The **U.S. Department of Energy** contracted us to deploy Dynamics ERP and CRM to manage the Rocky Mountain Oilfield Testing Center. As oil and gas companies developed new extraction technologies to test within the U.S., the RMOTC needed contract and funds management for cost and efficacy reporting. Arctic IT deployed a solution ahead of schedule and under budget and displaced an incumbent Oracle solution.

For the **Poarch Band of Creek Indians** (PBCI), Arctic IT Deployed Microsoft Dynamics ERP and CRM to run the Tribal Government and help deliver services to tribal members. PBCI leverages Dynamics ERP for Financials, HR and Payroll. They run government/fund accounting, housing, and loans, and per capita processing in one accounting system. PBCI uses Dynamics CRM across all service operations for member assistance, housing administration and service, enrollment, and member communications. The Microsoft Dynamics platform increased productivity and enabled the tribe to deliver more cost effective services to their members, faster!

GSA Contract Holder
Contract GS-35F-192DA

**NAVY SEAPORT-E**

Microsoft Gold Partner