

**STATEMENT OF
KEN BEECHER
DIRECTOR, ACUMEN SOLUTIONS
BEFORE THE
HOUSE COMMITTEE ON VETERANS' AFFAIRS
SUBCOMMITTEES ON HEALTH AND TECHNOLOGY MODERNIZATION**

MAY 22, 2019

Good morning to all members of the House Veterans Affairs Committee and Subcommittees. Thank you for the opportunity to discuss VA's Caregiver development contract using the Salesforce platform. My name is Ken Beecher and I'm a Director at Acumen Solutions with responsibility for the delivery and execution of our projects at the US Department of Veterans Affairs.

Acumen Solutions is a global consulting firm that helps Fortune 1000 companies and government agencies anticipate and respond to their customers' needs with innovative cloud-based IT solutions. We were founded in 1999, and our primary focus is to build mission-based systems that strengthen customer relationships. As an industry leader, we partner with some of the brightest innovators in cloud technology, such as Salesforce, to create exceptional solutions for our customers. It is our robust

experience, innovative strategies, and a commitment to see our customers succeed that make us a trusted and proven leader in cloud consulting.

Acumen Solutions is one of Salesforce's Global Strategic Partners, the highest tier in the Salesforce partner ecosystem. We have completed over 1,800 Salesforce projects across our commercial and public sector practices. We have worked in nearly all the Federal cabinet agencies - including the VA - and are proud of our outstanding customer satisfaction rating. In short: we pride ourselves in bringing value to our customers and those they serve.

In September 2018, we were awarded a Blanket Purchase Agreement called VA Enterprise Case Management Solutions (VECMS). This vehicle provides the VA with easy access to Acumen Solutions' professional services to implement Salesforce's technology platform for any department within the VA. In March 2019, VA tasked Acumen Solutions with developing a Level of Effort for a Minimum Viable Product (MVP) for the Caregiver Record Management Application project (CARMA) under the VECMS contract.

The Caregiver program is an important subset of the MISSION Act, which was passed to improve the VA's ability to deliver healthcare to our veterans; and CARMA is a subset of the Caregiver program.

In April 2019, VA awarded Acumen Solutions the CARMA Phase 1 Minimum Viable Product (MVP) Task Order in the amount of \$3,841,491.19 to perform implementation and integration services. The scope of the Phase 1 MVP is to replace the existing system, Caregiver Application Tool (CAT), used by the Caregiver Support Program (CSP) with an application built on the Salesforce platform. The new system will have improved functionality to process and manage CSP applications, allow for manual determination of eligibility, provide improved program monitoring and tracking, and capture call records and referrals by the Caregiver Support Line (CSL).

We recognize the VA's pressing need to develop and build its Information Technology (IT) systems at less expense and with the nation's veterans at the center. Acumen Solutions is using the Agile SCRUM software development methodology to build the CARMA solution, which enables us to rapidly build Salesforce solutions using configuration while minimizing custom code. Furthermore, we employ a User Centered Design (UCD) methodology with close consultation with US Digital Services (USDS), meaning that we meet with users of the system to understand their needs and pain points, and then create artifacts such as prototypes and journey maps, which are then shared with the configuration team. Our configuration team then works in a two week sprint, ending with a demonstration of what was built for immediate feedback. To mitigate risk, we provide VA end-users access to a test environment with the latest application code, so they can interact with and test the functionality independently. Each sprint builds on the previous one until we reach a completed solution. Our methodology lowers the risk to the VA and to taxpayers by developing pieces of the

overall solution in bite size increments. In addition, we work with the users throughout to constantly confirm that each stage of development meets their acceptance criteria.

Our success to date in configuring Salesforce and replacing legacy systems are a result of collaboration with the VA business office and its associated product owners, USDS, VA Digital Transformation Center (DTC), OI&T, the Technology Acquisition Center (TAC), and the Salesforce Program and Business Architects working at the VA.

Acumen Solutions is proud to partner with the VA and Salesforce to provide an innovative, effective solution to assist the VA on behalf of our nation's veterans and their caregivers.

Thank you. I look forward to your questions.