



Strategy-to-Execution Partners for Case Lifecycle and CRM Modernization

VSTI Partners is a Woman-Owned Small Business that supports enterprise case management modernization for federal programs operating in complex, multi-stakeholder, and highly regulated environments. We specialize in aligning mission workflows, policy requirements, data governance, and organizational readiness with modern cloud, Zero Trust, and analytics-driven CRM platforms.

Why VSTI Partners Matters to FDA Contact Center Optimization

FDA Contact Center Optimization is not simply a technology deployment. It requires redesigning how inquiries and complaints move across Tier 0-3, how escalation decisions are governed, how data is standardized across Centers, and how CRM configuration reflects regulatory obligations — all without disrupting mission-critical public health operations.

VSTI Partners works alongside mission stakeholders and System Integrators (SIs) to align workflows, business rules, escalation logic, governance, and workforce readiness so modernization delivers measurable operational results — not just a new platform.

Where VSTI Partners Supports Delivery

VSTI serves as the **bridge between FDA leadership and the SI to ensure policy, operations, and technical delivery remain aligned.** This reduces risk by:

- Clarifying operating model and tier responsibilities before configuration
- Translating policy nuance into validated system requirements
- Embedding escalation governance into workflow design
- Aligning business rules with CRM automation logic
- Advancing readiness and adoption in parallel with system build

Partnering with Business Users & System Integrators

VSTI Partners serves as the connective tissue between **business users, Product Owners, and system integrators.** We work directly with mission stakeholders to clarify needs, surface tradeoffs, and resolve ambiguity. Then, we translate those inputs into **prioritized, testable requirements** that delivery teams can implement with confidence.

Our approach reduces churn, accelerates delivery, and ensures human-centered design informs agile development **without slowing it down.** We bring experience from similarly complex, multi-stakeholder environments aligning decentralized workflows and informal workarounds into **governed, delivery-ready process models.**

How VSTI Partners Fits on an FDA Team

VSTI most often leads the **business transformation, workflow, data, and/or readiness workstreams** that enable successful technical delivery. We integrate flexibly within SI-led teams, partnering where business architecture, regulatory alignment, and operating model clarity are most critical.

Potential areas of contribution include:

- Business transformation & operating model design
- Case lifecycle & workflow design collaboration
- Product Owner / requirements facilitation
- PMO leadership & project management
- Data governance & analytics (business-side alignment)
- Escalation & governance framework development
- Organizational readiness & change enablement leadership

VSTI Partners spans the business and enterprise transformation lifecycle, **bridging mission objectives and technical delivery** to ensure modernization is usable, compliant, and adopted.

Relevant Experience

Department of Justice
September 11th Victim Compensation Fund
Subcontractor to Leidos (and previously IBM) supporting Salesforce-based modernization of a sensitive, high-volume case system by providing program/delivery leadership, redesigning workflows, defining business rules and role hierarchies, supporting analytics and dashboards, and leading organizational readiness. Requires tight coordination between attorneys, program leadership, and the SI— mirroring FDA’s cross-Center complexity.

Large National Nonprofit Organization
Grants & Program Management Modernization
Provided program/delivery leadership and led process discovery, requirements, data governance, and reporting design for large, multi-stakeholder programs requiring auditability and transparency.

Company Information:
SBA-Certified Woman-Owned Small Business
GSA MAS Schedule: 541611, 541611LIT, 541611W, 54161
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