

ABOUT OST

OST, Inc. (Optimal Solutions & Technologies) is an IT and management firm that has been in business for almost two decades. We take a customer-centric approach to Integrated IT Solutions, Management Consulting, Managed Services, and Engineering Services. Our commitment to constantly provide high-quality, dependable solutions is evident in our best-in-business certifications.

OST is one of the only companies worldwide that is externally appraised at Capability Maturity Model Integration (CMMI) Level 5. We also hold ISO 9001, 20000, 27001, 10002 and ANSI 748 compliant Earned Value Management (EVM) system certifications.



OUR INNOVATIVE ZONING SOLUTION

Saves Time, Money, and Increases Transparency and Efficiency Through Automation

OST's CORE CAPABILITIES

Our solid frameworks, methodologies, and proven practices ensure we consistently deliver cost effective, high value management and IT services that enable our clients to optimize their goals. Our areas of expertise include:

BENEFITS OST OFFERS

OST's mature processes use quantitative performance metrics and predictive models to determine the optimal implementation of smart technologies that conserve resources and consolidate systems and infrastructure. We proactively implement preventative strategies to counter any risks, and our expertise regarding people + process + technology best practices will enable us to:

INCREASE PROCESS EFFICIENCY

- Modernize existing systems to achieve the government's mission
- Provide government staff with tools that will assist them in doing their day-to-day tasks more efficiently, allowing for dedicated customer service

ENHANCE BUSINESS INTELLIGENCE TO SUPPORT MANAGEMENT

- Deliver rapid management decision support for strategic efforts
- Improve visibility on business behavior and ongoing impacts

FACILITATE TRANSPARENCY AMONG THE GOVERNMENT, STAKEHOLDERS, AND COMMUNITY

- Ensure that communication is timely and efficient
- Provide the resources to answer public inquiries that impact both officials and the citizens they serve



INTEGRATED IT SERVICES

- Application & Web Design, Development, Enhancement and Maintenance
- IT Strategy & Support Planning



ENGINEERING SERVICES

- Modeling & Simulation Support
- Spectrum Engineering



MANAGEMENT CONSULTING

- Business Strategy, Planning Support
- Process Improvement



MANAGED SERVICES

- Business Intelligence & Analytics
- Financial Operations

IMPROVE YOUR ZONING PROCESS

Our proven processes enabled us to develop an Interactive Zoning Information System to support city zoning goals by:

- ✓ **Revolutionizing service delivery and creating increased efficiency through technology and automation**
- ✓ **Enhancing communication between stakeholders by implementing easy to understand electronic workflows**
- ✓ **Streamlining zoning procedures to ensure a consistent process**

Our web based solution gives users the ability to upload exhibits, search, and track case status, and an internal system that allows zoning staff to process applications and communicate with other agencies. We have made significant positive impacts to city zoning processes; one example involved automating a manual process, thereby reducing the processing time from approximately 30 days to less than 10 minutes. OST has also created a mobile application that provides a convenient way for Zoning Commissioners (ZC) and Board of Zoning Adjustment (BZA) board members to access the most up-to-date schedules and documents. This has resulted in an estimated 20% time savings, enabling more efficient decision making.

OST's transformational zoning solution has streamlined processes and has provided the following benefits to the government:

- Increased efficiency through automated workflows
- Reduced paper processing by 70%
- Reduced the cost of case storing by 90%
- Saved applicants time, as they no longer needed to submit 20 copies for each case filed
- Allowed public to file cases anytime from anywhere
- Provided up-to-date information on cases through the Case Search and dashboard
- Allowed for online payments using a secure platform
- Allowed for proactive case management and saved time
- Increased transparency between our District customer and their customers

Additionally, OST has developed an integrated application for witness registration and management of the hearing process. Some application features include.

- A kiosk that allows witnesses to register for a case hearing scheduled for the current day
- An internal module for DCOZ BZA and ZC secretaries to register witnesses prior to the hearing, sort, filter, print witness list(s), mark witnesses as they are called
- A TV display that allows attendees to view the witness list

These innovations have resulted in heightened transparency, increased efficiency, and enhanced Business Intelligence to support proactive management and communication. Our proven solution is flexible enough to be adapted for any zoning effort.

QUALITY TRANSPARENCY EFFICIENCY

By automating zoning workflows for Washington, DC, OST reduced paper processing by 70% and reduced the cost of case storing by 90%

OUR CLIENT LIST

OST has successfully performed projects for federal and state governments, as well as non-profit organizations and Fortune 500 companies. Our fundamental distinction is our commitment to process improvement, quality assurance and control, and customer satisfaction of our clients, some of which are:



DC Flag



U.S. AIR FORCE



NASA



Maryland Flag

DC Government | Pennsylvania Government | Maryland Government
National Aeronautics & Space Administration | Internal Revenue Service
The Census Bureau | Department of Energy | Department of the Navy
Department of Transportation | Department of the Treasury | Federal Aviation Administration | National Energy Technology Laboratory | National Science Foundation | Department of Housing and Urban Development | US Air Force

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