AGILE
CAPABILITIES
**EXCEPTIONAL
RESULTS**

big

Your Business. Optimized.

BIG overview

Bits In Glass (BIG) is an award-winning software consulting firm helping companies outpace the competition, drive rapid growth, and deliver superior customer value through technology.

Our expert consultants find innovative solutions to solve the most complex business challenges across multiple industries and verticals. Trusted by hundreds of clients, we're the partner of choice for many business transformation projects, working with market leaders who are disrupting and driving transformation across all aspects of modern business.

BIG partners with leading technology companies including:

Appian - Business Process Management (BPM)
MuleSoft - API-Led Systems Integration
Blue Prism - Robotic Process Automation (RPA)

BIG thinking

We think BIG. At Bits In Glass, we want to be the first software service provider enterprises think of when starting, resourcing, or scaling their digital transformation and automation projects.

Every member of the BIG team embodies our core corporate values and beliefs of T²L²C: always putting our customers and partners first; demonstrating trust and teamwork in each other, our customers, and affiliated teams; and always working toward taking a leadership role based on our belief that no matter how experienced, we're always learning, growing, and mentoring.

BIG at a glance

BIG was formed in 2002 by a group of seasoned professional software consultants. Our core focus continues to be consulting and software development services for large enterprises.

Our partnerships began in 2008 when we joined forces with Appian. In 2012 we decided to focus on leading solutions, and partnered with MuleSoft and Salesforce in 2013. We had a big year in 2017, partnering with Blue Prism, and winning Partner of the Year awards for both Appian and MuleSoft! In both 2018 and 2019 we won Appian Partner of the Year again.

2002 Beginning

2004 Ecommerce platform

2008 Appian partnership

2012 Focus on leading solutions

2013 Mulesoft & Salesforce partnership

2015 US head office (Denver)

2017 Mulesoft & Appian partner of the year

2017 Blue Prism partnership

2018 Appian partner of the year

59% YOY growth

2019 Appian partner of the year and Accelerator of the year

◆ Coverage throughout North America in Edmonton, Calgary, Toronto, Montreal, Denver, and Dallas

◆ North American based resources/experienced in full stack life cycle

◆ Full service implementations to client enablement model

◆ On-Shore / Off-Shore offering

Team
Learning
Leadership
Trust
Customer Focus

T²L²C

2.5 B
Business Value
Realized

1000
Years Combined
Experience

350+
Projects
Executed

200+
Enterprise
Customers

Why choose BIG?

Effective
We're committed to your success, and we've got a long list of wins we can use to bring the highest possible value to your project.

Battle-Tested
We have highly experienced and talented consultants with proven industry experience who mentor and coach our junior team members. You can feel confident that you're in the hands of skilled and knowledgeable professionals.

Trusted
We're proud to have earned several awards from our technology partners. We let our customers speak for themselves!

" *Bits In Glass has been a critical partner in our Appian development journey. BIG takes our success seriously. Everyone that we have worked with at Bits In Glass has been exceptional. They are deeply invested in the success of our applications.*

With a large system in production, and more on the way, we are very pleased with our partnership with both Bits In Glass and Appian. Together, we have created a powerful combination to meet the needs of our business.

– Melanie Emmel
Director, TPG Global

From the start of this project, Bits In Glass became an extension of the aha Insurance team, integrating seamlessly. They provided the framework we needed to ensure the project was a success. As the project scope grew to include more and more micro-services and applications, they were able to adapt easily and bring their expertise.

We consider Bits In Glass a 'go-to' partner and I highly recommend using them for any MuleSoft integration project.

– Steve Livingstone
CEO, aha Insurance

Our leading technology partners

We work with the best of the best to help our clients achieve their business transformation or automation goals. Our dedicated practices ensure you're getting our full attention and expert teams with expertise from working exclusively with our technology partners.

Appian | PARTNER

Businesses need faster, more efficient processes.
Appian provides a better and faster way to deliver innovative business applications that unite both business and IT with low-to-no code.

MuleSoft Partner

Connect anything to anything.
MuleSoft provides integration software for connecting applications, data sources, and APIs in the cloud or on-premises.

blueprism®

Not all work is equal.
Blue Prism is disrupting how we work with Intelligent Automation of the digital workforce by making digital workers do the boring, dull, and repetitive work for us.

Appian | REGIONAL **PARTNER OF THE YEAR** 2017 2018 2019

2017 Services Partner of the Year North America

big

Shift your business into high gear with Appian

Today's fast-paced environment requires business agility to be competitive. You need to make smart decisions and take quick action to stay ahead of the game. With the rise of digital business transformation, companies are realizing the importance of leveraging technology to make their workflows more efficient, effective, and future proof.

Appian's low-code Enterprise application platform gives companies the ability to deliver innovative business applications in record time, improving decision-making, mobilize key data and processes, align business and IT, and ultimately lead to better bottom-line performance.

Our experienced consultants understand the intricacies of processes and how they impact your company. We partner with you to identify, streamline and automate your processes with Appian, finding cost-effective and innovative solutions to be transformational assets for you.

APPIAN GLOBAL
CENTER OF
EXCELLENCE

OUR SERVICES
- Implementation and consulting services you can trust
- Center for enablement consulting
- Rapid program scalablity with augmented in-house development
- Expert architecture consulting that accelerates time to value
- Ongoing application maintenance and support

Appian | REGIONAL **PARTNER OF THE YEAR**

2017   2018   2019

Appian accelerators for fast results

Our Appian accelerators are unique, pre-built applications that can be set up, configured to your unique specifications, and launched in a matter of weeks.

Healthcare

ManageMy Care   **HomeHealth Manager**   **ClinicalTrial Intake**   **Prior Authorization Review**   **Move In Move Out**

Manage My Care leverages emerging norms around self-service that enhance user experience and enable better communication between patients and health care providers.

Home Health Manager provides real-time schedule management and home health visit management capabilities.

Clinical Trials Intake is a complete framework that coordinates the various intake, regulatory, legal and feasibility considerations of a clinical trial into a simple tracking system.

Prior Authorization Review helps Healthcare Payers' process of receiving referral requests from members and providers seeking authorization for medical services outside the scope of what's provided by their Primary Care Provider.

Move In Move Out gives operational oversight and control while keeping focus on quickly and accurately completing onboarding and offboarding for tenants.

UTILITIES

DocuSign Utility   DocuSign brings industry-leading functionality into any application built on the Appian platform.

CMIS Explorer   CMIS explorer application allows you to connect your Appian environment to an external CMIS compatible repository.

One plus one equals three with MuleSoft

Vertical Expertise:
- Health Care
- Financial Services
- Public Sector (Fed/State/Local)
- Energy
- Higher Education
- Retail
- Supply Chain and Logistics
- and more

Systems integration is driving today's businesses and is a key catalyst for growth. A well-integrated organization enables seamless data flow through disparate systems allowing companies to innovate faster, create better customer experiences, and out-pace their competition.

MuleSoft connects the world's applications, data and devices through an API-led connectivity approach. As a recognized leader in the industry, MuleSoft provides integration software for connecting applications, data sources and APIs either in the cloud or on-premises. We work with MuleSoft to deliver innovative integration solutions that solve your most pressing business challenges by leveraging processes, people, and technology.

Whether you're just getting your integration strategy up and running or you want to take your MuleSoft implementation further, we can help your company do more. Our experienced MuleSoft practice ensures you're in the hands of knowledgeable experts, and our pure Agile Delivery capabilities get you results faster.

OUR SERVICES
- Enterprise implementation services you can trust
- Center for enablement consulting
- Expert architecture consulting that accelerates development
- Augment in-house development teams for program scalability
- Ongoing anypoint™ application maintenance & support
- Trusted partner of MuleSoft Professional Services

MuleSoft **Partner**

2017
Services Partner of the Year
North America

BIG success

aha Insurance started as a big idea in the spring of 2016, was launched only one year later, and is now Canada's first full-featured online digital insurance brokerage. The company came to market with the goal of providing customers with something new, and some would say "unheard of" in the insurance world: a pleasurable and fully online home and auto insurance buying experience.

Challenge:
aha Insurance needed a bespoke application that integrated a custom broker management system (BMS), a proprietary policy administration system (PAS), a rating platform and integration to several auto and home data service providers. This would enhance the aha customer experience by enriching the data and making the experience quick and as painless as possible.

Solutions:
aha Insurance chose the MuleSoft Anypoint platform for its API-lead approach, scalability, reusability, and the ability to service a high-number of integrations in a constantly changing environment.

Results:
The MuleSoft implementation ensured that aha Insurance maintained their development velocity. The system continues to enable them to pivot easily as systems swap. Data contracts are preserved with downstream and upstream service providers allowing them to easily integrate vendor API's as required.

Since launching, customer awareness of aha Insurance has grown and the company is now over 25 employees. aha considers the implementation of MuleSoft Anypoint™ platform, with the BIG integration, to be the backbone of their ability to provide their services quickly and effectively.

- Since January 2018, aha Insurance has serviced over 10K transactions.
- The majority of transactions are self-serve, indicating the service is performing as designed.
- The average time for a fully validated and guaranteed quote is 3 minutes and 36 seconds and is feasible due to the API-led connectivity technology of the Anypoint platform couples with a unique and robust UX design.
- 70% of transactions are on mobile.
- Supports high volume, speed, happy customers and fulfilment of the value proposition.

ACCELERATED TIME TO MARKET

REDUCED DEVELOPMENT COSTS

aha insurance

BluePrism digital workers do the grunt work

Vertical Expertise:

◆ Financial Services
◆ Residential Property Management
◆ Healthcare
◆ Telecom
◆ and more

It's true; not all work is the same. We all want to do tasks that engage us at a higher level. Blue Prism allows you to do exactly that by automating repetitive and low-skill tasks. Using a digital workforce is secure, builds productivity and adaptability, and lowers costs. Intelligent Automation allows you to scale capacity by automating individual or group processes that are inhibiting your human workforce, and your company, from achieving accelerated growth.

Companies are looking to digital technologies to give them an edge in improving customer experiences and service delivery. Whether you need help cutting through the complexity to identify processes that are ideal for automation, getting your robotic process automation programs up and running, or you want to take your Blue Prism implementation further, we can help your business do better. Our Blue Prism consultancy ensures you're in the hands of certified knowledgeable experts, while our pure Agile Delivery capabilities get you the results you need faster.

OUR SERVICES

◆ Enterprise implementation RPA services you can trust
◆ Digital Workforce Automation services to accelerate your business
◆ Strategic Process Analysis with Blue Prism certified experts
◆ COE consulting to ensure RPA program success
◆ Empower your human workforce
◆ Enablement and knowledge transfer with ongoing support

Processes that are good for RPA

Industry	Process Characteristics					
	Rules based processing with digital/ structured inputs	Repetitious transactional processing preventing customer facing activity	High transaction volumes	Process adherence or quality issues	Complex or mission critical thinking	Fluctuation in demand and or backlogs
Banking	✓	✓	✓	✓	✓	✓
Insurance	✓	✓	✓	✓	✓	✓
Telecoms	✓	✓	✓	✓	✓	✓
Utilities	✓	✓	✓	✓	✓	✓
F&A	✓	✓	✓	✓	✓	✓
HR	✓	✓	✓	✓	✓	✓

blueprism®

Find out more about about Blue Prism at bitsinglass.com/blue-prism

BIG team

We're led by three principal partners who have over 70 years of combined IT and professional services experience across multiple verticals and industries. Our partners work as Enterprise Architects, Strategic Consultants, and Practice Leads for each of our lines of business.

Patrick Golec
Vice President
Technology and Innovation

MuleSoft Practice Lead

With more than 25 years of information technology experience, Patrick has significant technical expertise covering all aspects of the software development life cycle (both custom and commercial). His diversified experience in a wide variety of IT technologies allows him to specialize in Systems Integration, Server-Side Development, Database Programming, N-tier Architectures and high-performance, high-availability distributed systems.

David Hauser
Vice President
Finance and Administration

Appian Practice Lead

David is a veteran of countless successful software development projects and architecture consulting engagements in a variety of industries including: education, energy, health care, government, financial services, telecommunications, agriculture and more. He brings this expertise to the forefront as the lead for Appian implementation across Canada and the United States. His myriad of successful projects, as well as years of consulting experience, have been invaluable to Bits In Glass.

Lee Mainman
Vice President
Sales and Marketing

Blue Prism Practice Lead

With more than 25 years of sales experience, Lee has been responsible for the direct management of sales teams and client relationships for major accounts across every industry vertical. He gained significant management and consulting experience from working at companies like TELUS, Robert Half Technology and VCIO. Migrating this expertise to Bits In Glass in 2007, he's been a key member of the Executive Team, growing the sales and marketing department 10-fold to major cities across Canada and the United States.

BIG clients

Join our BIG team

Are you an IT professional looking for a new challenge?

◆ Opportunity to work on many interesting projects with leading edge technologies

◆ Develop relationships with clients and partners at a senior level

◆ Attend one training class or certification program each year

◆ Attend conferences and seminars within your field of interest

◆ Advance your career with merit-based leadership roles

BIG benefits

◆ Work with innovative technologies
◆ Full benefits package
◆ Skills development
◆ Work/life balance
◆ Fun and collaborative culture
◆ Cool perks

Are you a recent University graduate, changing careers, or looking to re-enter the work force?

◆ Mentoring to help you find and focus your strengths

◆ Opportunity to broaden your knowledge in a variety of projects

◆ Ongoing internal training and corporate partner seminars

◆ Conferences and post-secondary opportunties

◆ Internal career advancement

Apply Now!

bitsinglass.com

1-888-336-4484

Interested in what it's like to work with BIG? Follow us on Instagram and view our profile on glassdoor.

glassdoor
"Bits In Glass"

bitsinglass

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Contact us

Find out why leading organizations choose Bits In Glass as a preferred partner.

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