KINETICDATA

The Service Portal Solution for Federal Agencies

Service Begins at Request™

Why Kinetic

Empower your Federal Agency with the Kinetic Data Service Portal, a solution meticulously crafted to meet the dynamic needs of today's digital era. At its core, Kinetic Data champions efficiency, offering an intuitive interface that simplifies complex processes. With seamless integrations and modern consumer-grade experiences, it ensures that employees have a single, centralized portal to submit, manage and fulfill any type of request. Moreover, its adaptability means you can start with essential features and expand as needs evolve.

By choosing Kinetic Data, you're not just adopting a service portal; you're investing in a platform that prioritizes user experience, reduces operational costs, and supports digital transformation.
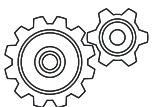
The Kinetic Option

Intuitive Interfaces
Simplify tasks with a user-friendly portal designed for efficiency.

Cost-Effective Model
Achieve top-tier digital transformation without the premium price tag

Seamless Integrations
Connect with existing systems, enhancing automation and increasing first time resolution.

Adaptable Evolution
Start with core features and expand as your agency's needs grow.

Rethink Bigger: The Case for Mission–Built Portal Solutions

Criteria	Kinetic Data	ServiceNow
Application Architecture	Collection of common frameworks	Pre-built apps that you customize
DNA	Workflow platform foundation	ITSM–focused foundation
Upgrade Strategy	Upgrade at will 100% uptime throughout upgrade cycle	Upgrade Apps and Engine (N–1) Require change windows
Philosophy	Embrace, orchestrate and extend existing systems	Rip and replace All in one silo solution mentality
Economics	Priced based on usage You get everything	Priced based on licensed users per role
Tenant Model	Multitenancy reduces IT footprint	Single tenant instance
Integrations	Open framework, hundreds supported at no additional cost	Available at additional cost
Digital Experience	Bring your own framework (Pixel Perfect)	Their framework, with customization

Start Small, Think Big. Iterate.

Be Agile & Innovate: Adapt quickly to mission requirements without stress. Built for mission apps tailored to your needs give you what you want, without all the excess. Plus, maximize investments in AI and ML through orchestrated workflows integrating platforms and tools.

Be Efficient: Automation minimizes manual tasks with far lower error rates. Connect multiple systems together for maximum utility all the while iterating and improving your processes with lowered risk and greater flexibility.

Be Ready: Expedite decision-making approvals, confirm access to aggregated data sets for analysis and maintain operational readiness with robust data security and compliance workflow processes.

The Bottom Line

Kinetic Data is the Secure Automated Workflow platform that Federal Sector & DoD uses to streamline their day-to-day operations and drive efficiencies…. So you can truly achieve your mission and deliver exceptional value.
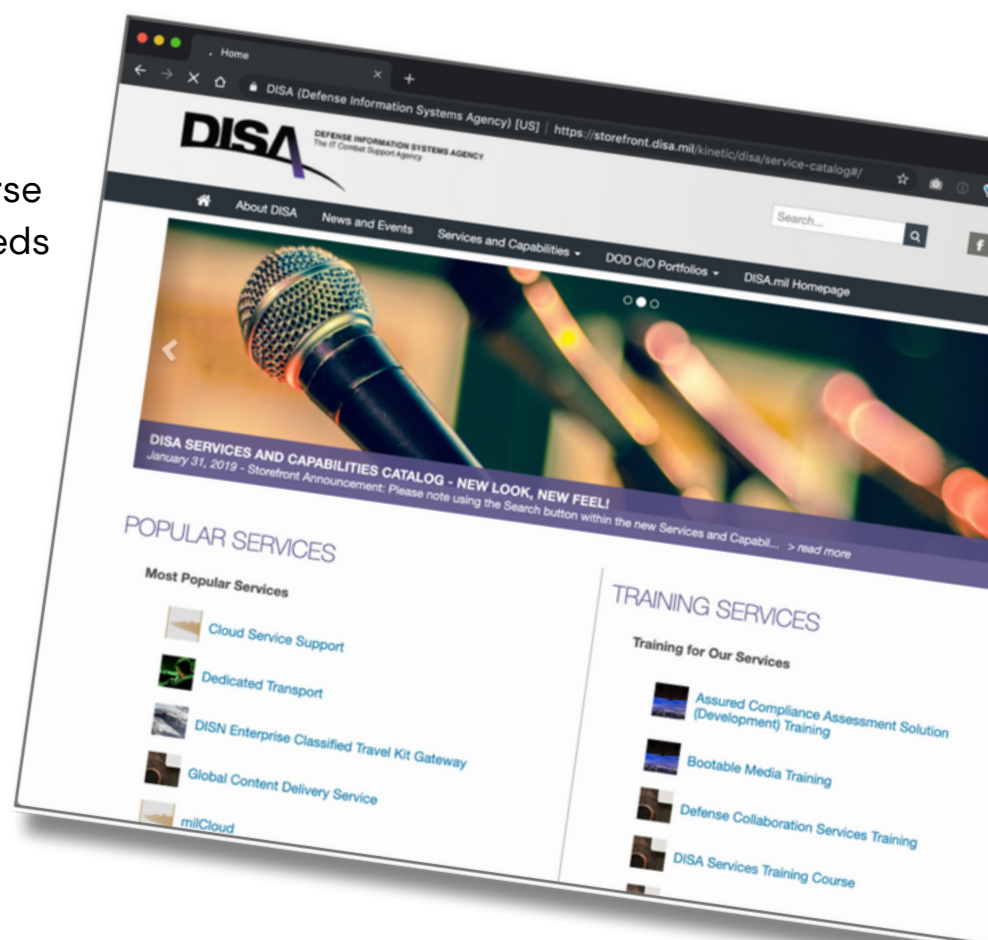
Case Study: DISA Storefront

Key Objective

Create a singular experience for personnel to order and view fulfillment statuses across a diverse catalog of equipment, service needs & change orders.

About the Program

- 7 year current/ongoing engagement (with +2 optionality in motion)
- Over $4B in gross merchandise per year

Characteristics

- Integrates with multiple back-end systems (incl warehouses, inventory, financials) to push/pull data
- Formalizes a digital-first consumer-grade ordering experience that speeds delivery times while driving down support-related costs
- Designed win-win economic model
- Offers visibility to purchasing, suppliers

Key Phrases

- Service Portal
- Single Pane of Glass
- Integration-Friendly
- Seat License Cost Avoidance
- Digital Experiences
- Streamline Requests
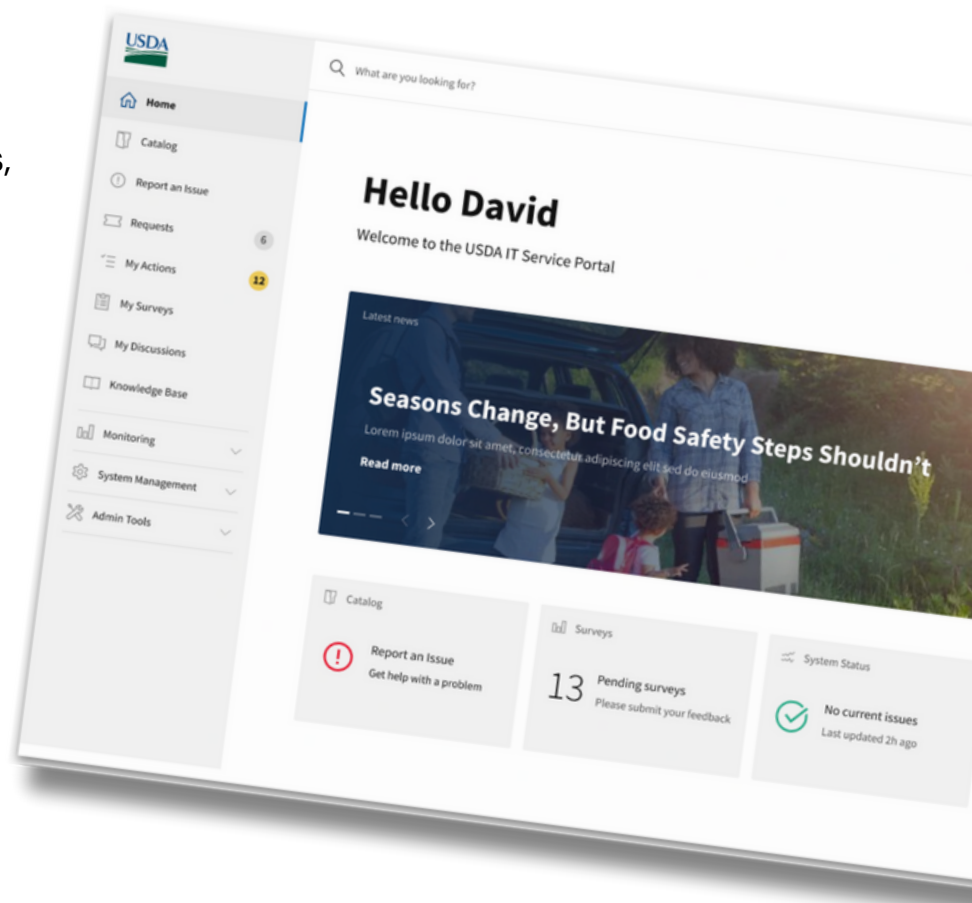- Scalable Growth
- Workflow Automation

Case Study: USDA

Key Objective

Create a singular experience for mission partners to browse services, order and view fulfillment statuses across a diverse catalog of cloud services.

About the Program

- USDA Digital Infrastructure Services Center (DISC)
- In production for 10 years
- Recent expansion to be single pane of glass for all services vs program specific

Characteristics

- Integrates with multiple back-end systems (incl ServiceNow, Jira, Salesforce and BMC Remedy) to push/pull data
- Formalizes a common and consistent consumer-grade ordering experience that speeds delivery times while driving down support-related costs
- Designed win-win economic model

Key Phrases

- Service Portal
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- Streamline Requests
- Orchestrate Business Processes
- Workflow Automation

Case Study: MDA

Key Objective

Create a singular experience all users at MDA Enterprise to view service offerings, submit requests, perform and assign requests and track progress.

About the Program

- 11 year current/ongoing engagement
- High availability IT Service Catalog that supports the 9k+ users who use it daily
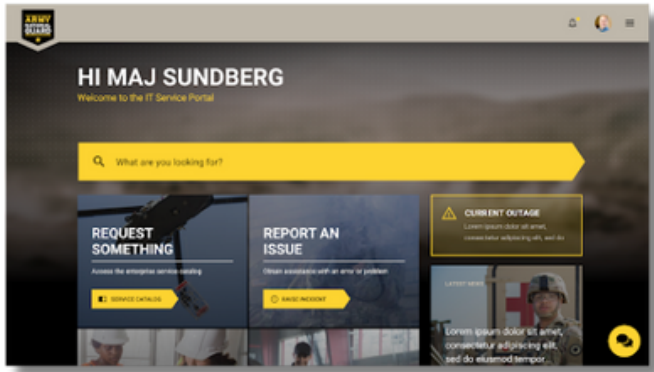

Characteristics

- Integrates with multiple back-end systems to push/pull data that can be interacted with within Kinetic
- Formalizes a common and consistent consumer-grade ordering experience that speeds delivery times while driving down support-related costs
- Offers visibility to financials, service requests, and approval processes
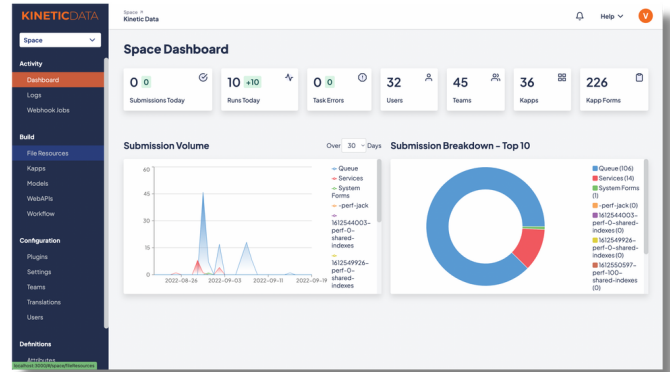- Designed win-win economic model

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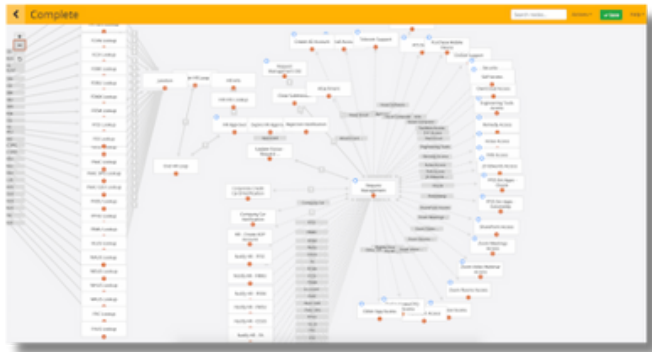
Secure Workflow Expertise

Experiences

Create visually appealing experiences for all stakeholders – across any device – for ease of use with a modern look and feel.
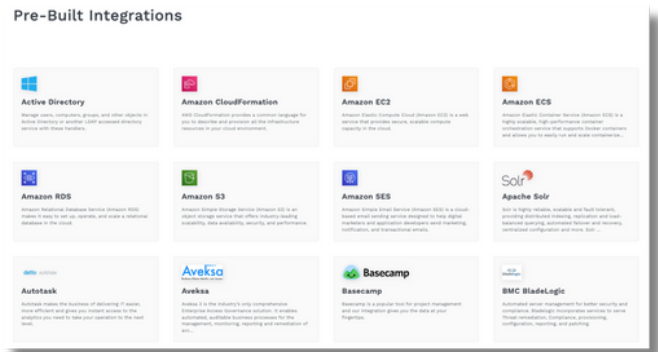

Data

Collect, store and display relevant workflow data for lightening-fast assessment and decision making.

Workflow Builder

From the simple to the complex, build and automate workflows to support your process and reduce the drain on resources.

Integrations

Connect systems to streamline processes and maximize existing organizational investments.

Kinetic Data is the perfect military-grade workflow solution designed to give complete control to the user. Create lightweight, purpose-built applications without the bloatware or heavy customization requirements. From pdf digitization to AI pipeline workflows and plenty in-between, our government clients move faster, free resources and reduce the grind of bureaucracy.

Security at the Heart of it All

Kinetic Data embodies security and adaptability from its core. It implements end-to-end encryption for data both at rest and in transit, and supports flexible access controls via Attribute Based Access Control (ABAC) with Common Access Card (CAC) authentication. Whether it's on-premises or in a private cloud, the platform can be deployed in a manner that best aligns with the organization's needs. Furthermore, it offers consistent performance, flexibility and durability through horizontal scalability architecture. The objective is to offer fortified and resilient environments that empowers secure workflow automation at every juncture.

The Kinetic Data platform sets the bar in prioritizing and reinforcing the security of its clients, particularly in the face of the DoD's diverse and evolving needs. Designed with a security-first mindset, Kinetic Data ensures robust protection of user information through end-to-end encryption both at rest and during transit. Data interaction is meticulously safeguarded, whether it is within the confines of the platform or extending through secure integrations with external systems. This stringent approach, underpinned by the regular rotation and withdrawal of shared encryption keys, instills a level of trust and assurance indispensable for sensitive defense applications.

Kinetic Data's use of Attribute Based Access Control (ABAC) stands as a testament to its commitment to adaptive security. ABAC is a powerful, context-centric access control model that considers user attributes, resources, environmental factors, and policy rules in real-time to make access decisions. It perfectly harmonizes with the dynamic needs of the Department of Defense, granting or revoking access as necessary. Furthermore, the Kinetic platform's support for Common Access Card (CAC) authentication solidifies its adherence to Zero Trust principles, verifying all user identities before granting access. The combination of ABAC and CAC auth cards ultimately provides hardened layers of protection against external threats, fostering an environment that empowers secure workflow automation. The Kinetic Data platform, with its rigorous security measures and flexible access controls, is ideally suited to support the Department of Defense in their quest for robust, secure, and efficient workflow automation.

Deployment Options

Kinetic Data offers flexible deployment options to accommodate the varied needs and security considerations of different organizations. The software can be deployed on-premises, offering a secure solution within an organization's own infrastructure. This option is ideal for organizations that require full control over their data and systems due to sensitive information or stringent regulatory requirements.

Alternatively, Kinetic Data can also be hosted in a private cloud environment. This option provides the advantages of cloud computing such as increased scalability and reduced IT overhead, while still offering a dedicated and secure environment. The private cloud deployment is suitable for organizations that want the benefits of the cloud, yet still maintain control over their data and infrastructure.

Transforming Government Operations with Multi-Tenant Workflow Automation

In today's digital era, government agencies are under increasing pressure to modernize their operations, streamline workflows, and reduce costs. Designed to meet these challenges head-on, Kinetic Data's flexible workflow automation platform stands out with its robust multi-tenancy architecture, setting it apart from the competition.

Architecture Benefits

1. Efficient Resource Utilization: Multitenancy allows for optimal use of resources, as multiple tenants share the same infrastructure and resources. This leads to reduced hardware and software requirements, and consequently, lower capital expenditure.

2. Ease of Maintenance and Upgrades: With a single, shared application to manage, system updates, patches, and new features can be rolled out simultaneously to all tenants. This ensures everyone has access to the latest functionalities without the need for individual system downtime.

3. Scalability: As new departments or agencies come on board, the platform can easily scale to accommodate the increased load without affecting the performance of existing tenants.

4. Data Isolation: Despite the shared environment, each tenant's data remains isolated and secure, ensuring privacy and compliance.

5. Avoidance of Stovepipe Instances: Shared infrastructure prevents the creation of isolated single instances, reducing ops headaches and simplifying the technology footprint.

Business Benefits

1. Reduced IT Infrastructure Costs: By sharing resources, government entities can significantly cut down on the costs associated with maintaining separate IT infrastructures.

2. Lower Operational Costs: The ease of maintenance and upgrades means less time and money spent on IT support and system administration.

3. Innovation: Government agencies are empowered to tailor and innovate their applications, fostering creativity and operational efficiency specific to their department needs.

4. Business Agility: The ability to quickly onboard new tenants or scale existing ones allows for rapid response to changing business needs.

5. Simplified Management: With all tenants sharing the same infrastructure, management is simplified, freeing up resources to focus on core business functions.

The multi-tenant workflow automation platform from Kinetic Data offers a transformative solution for government entities seeking to modernize their operations, enhance efficiency, and achieve significant cost savings. Embrace the future of government operations today with Kinetic's innovative, secure, and cost-effective solution.