Tyrula LLC is an 8(a) certified women-owned small business (WOSB) that has been providing cutting-edge value creating solutions and services to Federal agencies and healthcare customers.

Our clients include the Food and Drug Administration (FDA), Air Force Medical Support Agency (AFMSA), Indian Health Service (IHS), the Center for Medicare and Medicaid Services (CMS), Department of the Interior (DOI), and the Department of Homeland Security (DHS). Our products and services are approved on many government contracting schedules.

Company

- CAGE: 4EBL7
- UEI: KCBMZ9CX26C8
- GSA Schedule: GS-35F-246GA
- STARS III contract (# 47QTCB21D0091)
- Certifications: ISO 9001, ISO 20000-1, ISO 27000-1
- CMMI Dev Level 3

Products

- **eCS Suite** – End to end data lifecycle services including extraction, transformation, loading, visualization, security, disposition, and AI/ML services
- **RAMP** – Interoperability solutions

Management Consulting

- Healthcare Consulting Focused on Affordable Care Act (ACA) Adoption and Implementation
- Emerging Technologies (Artificial Intelligence, Machine Learning)
- Financial and Human Resource Solutions
- Project Management using Agile Methodology
- Business Process Improvement
- Change Management & Business Process Reengineering
- Knowledge Management
- Actuarial Services
- Audit Services
- Business Intelligence & Analysis
- Management Services for the Federal Records Act (FRA)

IT Services

- Software Engineering, Integrations, & Application Development using Agile Methodologies (SAFe, Scrum, Kanban)
- Digital Modernization and Transformation
- Artificial Intelligence, Machine Learning, and Natural Language Processing
- Robotic Process Automation
- Data Migration, Management & Warehousing
- Enterprise Architecture
- Cloud Computing & Service Oriented Architecture (SOA)
- Project Management Coordination, Advisory, and Support Solutions
- Human Resource Management Solutions
- Administrative Operations Services
- Electronic Federal Records Act (FRA)
- Operations and Service Management Solutions
- Quality Assurance and Accessibility (508) Focused Services
- Enterprise Configuration and Collaboration Tool Management and Maintenance, License Management, and Tier 1, 2, 3, 4 Helpdesk Services
- User Interface and User Experience (UI/UX) Services
- Customer Relationship Management (Microsoft Power Platform, Dynamics 365 and Salesforce) Implementation
- Content & Electronics Records Management
- Data Analytics and Visualizations (Power BI, Tableau, etc.)

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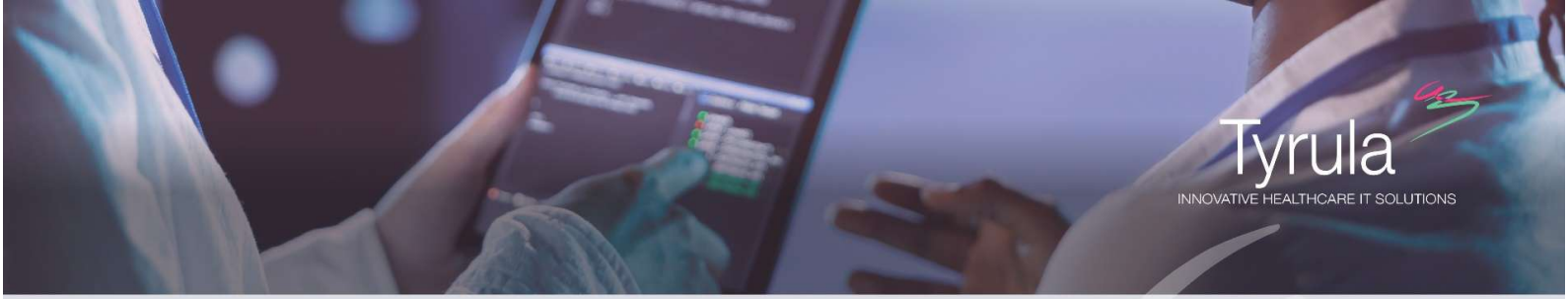


Food and Drug Administration FDA-CDER AOIS
Contract & CPARS: 75F40122F19003; Exceptional CPARS

Through task orders on a $50 million Blanket Purchase Agreement (BPA) serving FDA's Center for Drug Evaluation and Research (CDER), Tyrula has digitally transformed all non-financial enterprise-wide administrative operations management including personnel actions, organization charts, fellowship programs, financial systems integrations, office space planning, and corporate communication across all 13 CDER Offices.

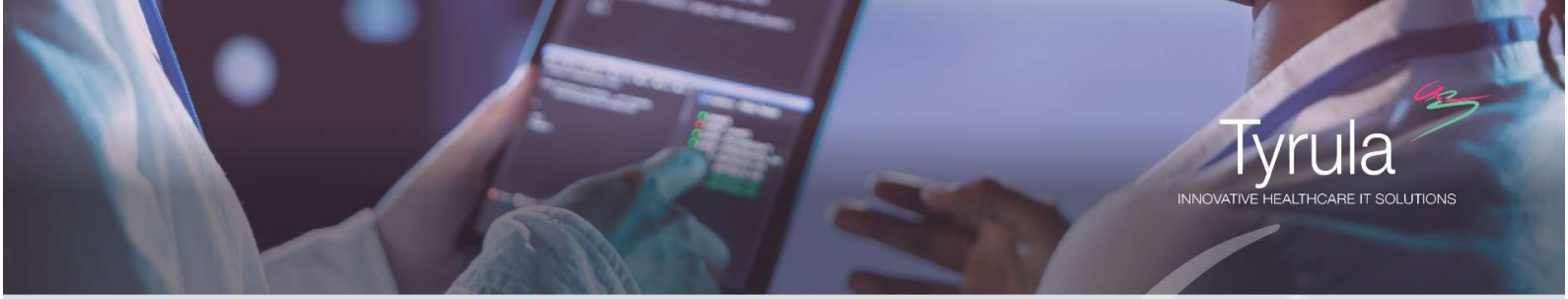
Tyrula modernized CDER's manual processes and legacy applications by transitioning to a new, automated cloud-based enterprise solution using a hybrid of agile and traditional methodologies. This application automates personnel action workflows using Microsoft Power Platform and Dynamics 365, provides intuitive and automated real-time dashboards and reports using PowerBI, enables generation of real-time on-demand Organization charts and tracks employee changes in organization hierarchies, movements, and vacancies, enables automated notifications, helps with Office Space Planning through automated visual office space selections and workflow approvals, and provides secure integrations with other Federal systems and vendors to provide our customers an integrated and superior user experience.

We follow automated processes including continuous integration/ continuous deployment (CI/CD), automated testing, and accessibility (508 compliance) We also provide Operations and Maintenance services, Tier 1, Tier 2, Tier 3, and Tier 4 helpdesk services, collaboration platforms such as Teams, SharePoint, and Web Portals, and help maintain and administer tools such as Jira, Confluence, and Microsoft Teams among others. We perform license management services for all PowerBI, Dynamics 365, and PowerApps platforms. Tyrula provides services to ensure compliance with Federal regulations, guidelines, and governance practices and includes activities such as CPIC reporting, security compliance activities, etc. As part of this BPA,

Tyrula also provides project and program management services, project coordination support, contract documentation, stage-gate compliance, business analysis and analytics services, advisory support, policy updates and communication, and user support across the CDER organization.

CMS No Suprises Act UX Support
CPARS: 75FCMC23C0041: Exceptional CPARS

Helping the CMS efficiently implement the No Surprises Act and Transparency Legislation using Human Centered Design Research and Recommendations to help redesign technical applications and processes to deliver better customer experience and engagement. We perform UX research and design work collaborating with public stakeholders and working closely in a multi-contractor environment using Agile principles. Our performance also includes coordinating work across various CMS groups, different vendors, and interviewing end users including initiating parties (providers), non-initiating parties (Insurance companies and related organizations), and Independent Dispute Resolution Entity (Arbitrators). The tools we use include Figma, Mural, Jira, Confluence, Microsoft Office Suite, and other similar collaboration software.



UPMC
LIFE CHANGING MEDICINE

University of Pittsburgh Medical Center (UPMC)

Since 2008, Tyrula's eCS solutions have been used to process hundreds of millions of transactions for UPMC. Tyrula won the award for Sustainable Healthcare Innovation by drastically reducing the amount of paper produced by UPMC. As a $23 billion integrated delivery system with 40 hospitals, 3.9 million insured members, UPMC has a challenge of taking data from numerous sources, enhancing it, creating retention schedules, and destroying or transferring it to various destinations.

Tyrula developed UPMC's first mobile application that supported medical imaging including telemedicine, picture archiving, and communication system to improve clinical outcomes by having the health insurance company directly engage members in a clinical setting. This helped UPMC improve their Healthcare Effectiveness Data and Information Set (HEDIS) scores resulting in improving the health of their membership and hundreds of millions of dollars in additional revenue.

Through all this work for UPMC, Tyrula has incorporated project management utilizing agile methodologies to ensure that work is done correctly and meets requirements. Tyrula created a workflow solution to coordinate work among multiple departments, with dashboards and reminders/escalations. In addition to daily scrums, they performed weekly status (sprint) reviews which served to confirm work completed, answer questions, discuss possible roadblocks, discuss and confirm expectations moving forward, and ensure alignment with the Client's needs. The solution archived all the image and document content that was created or updated. It provided retention schedules for electronic records management and provided an easy way to search and reference documents. Tyrula has reduced the cost, decreased latency, and increased the quality of hundreds of millions of transactions.

Tyrula designed, implemented, and continues to maintain a HIPAA and HITECH-compliant Jira-based solution to support UPMC's Third Party Administrator (TPA) operations. This enterprise-grade platform enables UPMC to manage operations on behalf of numerous self-insured companies and is actively used by 500 users across 17 departments, including provider and member services, financial operations, credentialing, and billing. Developed using Agile methodologies, the solution streamlines complex workflows, enhances interdepartmental collaboration, and ensures compliance while supporting end-to-end TPA services.

AMERICAN COLLEGE HEALTH ASSOCIATION

American College Health Association

Designed, developed, and maintain the Data Hub on behalf of the American College Health Association. The interactive web-based portal accommodates 800+ users with hundreds of millions of records that enables institutions to access and publish health-related data across the network. The data is collected cleaned and uploaded from various sources using corporative agreements. We are responsible for security, maintenance, modernization, training and documentation of the solution.

SBA U.S. Small Business Administration 8(a) Certified | SBA WOSB Woman Owned Small Business | 8(a) STARS III | CIO-SP3 SMALL BUSINESS IT SERVICES/SOLUTIONS | SeaPort-e | SPAR | GSA

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