CAPABILITY BRIEFING

Delivering complex technology initiatives from assessment to adoption.

Technology management consulting for enterprise and government.

Who We Are

DeannaMichel Inc. (DMI) is an independent technology management consulting firm that represents its clients' interests in delivering complex, technology-enabled initiatives. We work across executive leadership, vendors, systems integrators and internal teams, leading with agile governance and clear processes that align all stakeholders to shared outcomes. The result: stronger adoption, better customer experiences and technology investments that deliver their intended value.

Our Service Lines

01 **Program & Portfolio Management**

02 **ERP Modernization**

03 **Digital Transformation & Customer Experience**

04 **AI Strategy & Governance**

05 **Organizational Change Management**

06 **Fractional Executive Leadership**

Why DMI

- **One Partner, Every Stage.** From strategy and vendor selection through implementation, go-live and hypercare, one team carries the context and accountability from start to finish.
- **Sustainable Capabilities.** We transfer knowledge, tools and governance practices to your teams, so results continue long after our engagement ends.
- **Senior-Led.** Our leadership brings more than 20 years of experience delivering enterprise and government programs, from $250M digital transformations to $31M municipal ERP modernizations, backed by PMP and Prosci certifications.
- **Right-Sized.** A senior core team plus delivery consultants, scaled to your engagement. Large-firm expertise, with a lean cost structure and streamlined decision-making.

At a Glance

FOUNDED
2014

HEADQUARTERS
Pearland, Texas

LEADERSHIP
Deanna Laster, CEO & Engagement Lead

DELIVERY MODEL
Senior core team with a scalable bench of experienced consultants

SECTORS SERVED

Municipal government

Federal government · Utilities · Energy

Environmental services · Healthcare

Trusted Partners

We can engage a select group of specialized partners that can extend or accelerate our services when needed.

- ✓ AI-powered requirements and process discovery
- ✓ AI-driven portfolio optimization and analytics
- ✓ Cloud, cybersecurity and managed IT services
- ✓ Talent strategy and workforce development

Service Lines

Six integrated service lines that take complex technology initiatives from assessment to adoption.

01 Program & Portfolio Management

We establish and lead the governance that keeps complex programs aligned to strategy, on schedule and within budget, from PMO design and executive steering through risk management, quality assurance and Go/No-Go readiness.

CAPABILITIES

- PMO design, stand-up and maturity assessment
- Executive steering and portfolio governance
- Independent verification & validation (IV&V)
- Program recovery
- Agile and hybrid delivery
- Vendor and integrator accountability

02 ERP Modernization

We lead enterprise resource planning programs across HR, finance and operations, from planning and design through deployment and stabilization, working alongside the systems integrator to protect the client's investment.

CAPABILITIES

- Workday and SAP program leadership
- Implementation planning and phased deployment
- Business process redesign
- Testing, cutover and go-live readiness
- Post-go-live stabilization and optimization

03 Digital Transformation & Customer Experience

We lead customer-facing digital initiatives (portals, self-service platforms and service modernization) from requirements through launch and ongoing releases, so new digital channels deliver measurable value to the customers they serve.

CAPABILITIES

- Customer portal and self-service platform delivery
- Customer service digitization
- Release planning and product roadmap management
- Third-party vendor and integration coordination
- Security remediation and launch governance

Service Lines (continued)

04 AI Strategy & Governance

We help organizations adopt and scale AI responsibly, establishing the strategy, governance and delivery discipline that turn AI investment into accountable results. We apply these practices in our own operations, and our ISO/IEC 42001 AI Management System certification is in progress.

CAPABILITIES

- AI strategy and use-case prioritization
- AI governance, inventory and risk controls aligned with the NIST AI Risk Management Framework
- AI solution evaluation and procurement support
- AI pilot management and value measurement
- Partner-accelerated AI platform solutions through DMI's select group of trusted technology partners

05 Organizational Change Management

Led by Prosci-certified leadership, we help organizations realize the full value of their technology investments by building sponsorship, engaging stakeholders and driving adoption from design through go-live and beyond.

CAPABILITIES

- Change strategy and change impact assessment
- Stakeholder analysis and engagement
- Executive sponsorship and leadership alignment
- Communications strategy, development and execution
- Training strategy, development and delivery
- Adoption measurement and reinforcement
- Change management for AI adoption

06 Fractional Executive Leadership

We provide experienced technology and operations executives on a part-time or engagement basis to lead critical initiatives, stabilize programs and strengthen leadership capacity, delivering senior expertise without the cost of a permanent hire.

CAPABILITIES

- Fractional CIO, CTO and transformation leadership
- Interim program and portfolio leadership
- Strategic planning and roadmap development
- Executive advisory and coaching
- Leadership transition support

Past Performance

Selected programs led by DMI and its leadership. Client names are withheld; references are available on request.

CLIENT	ENGAGEMENT	OUR ROLE
Municipal Water Utility	Customer self-service portal recovery and launch, delivered to go-live and through hypercare.	Program & Portfolio Management Organizational Change Management
Major U.S. Municipality	Workday HR and Finance ERP implementation: $31M program delivered through two go-lives.	ERP Modernization Program & Portfolio Management Organizational Change Management
National Healthcare Services Company	System implementation, process redesign and PMO, delivered as prime contractor.	Program & Portfolio Management Organizational Change Management AI Strategy & Governance
Environmental Services Company	Customer service digitization: $250M program with an extended team of nearly 500.	Program & Portfolio Management Digital Transformation & Customer Experience
Global Integrated Energy Company	Margin optimization and hydrocarbon accounting applications for chemicals and products operations, delivered through proof-of-concept and vendor evaluation.	Program & Portfolio Management
National Food Services Company	SAP Order-to-Cash and Procure-to-Pay deployment within a $1.35B enterprise program.	ERP Modernization Program & Portfolio Management
Federal Military Health Organization	Project and program management services.	Program & Portfolio Management
Global Energy Technology & Equipment Provider	Global JD Edwards ERP implementation, including conference room pilots and user acceptance testing.	ERP Modernization Organizational Change Management
Federal Office of Inspector General	Agency email and collaboration migration to a secure government cloud (AWS GovCloud).	Program & Portfolio Management

Certifications

- ✓ SBA Women-Owned Small Business (WOSB)
- ✓ WBENC-certified Women's Business Enterprise (WBE)
- ✓ M/WBE
- ✓ HUBZone
- ✓ ISO 9001:2015
- ✓ CMMC Level 1 and Level 2 self-assessments
- IN PROGRESS ISO/IEC 42001 AI Management System

Contract Vehicles & Identifiers

GSA MAS Schedule
Contract #47QRAA26D000Q · SIN 541611

TIPS Cooperative Purchasing
Contract #260105

NAICS (541611 primary)
541611 · 541512 · 541618 · 541519 · 541612 · 611430

UEI / CAGE
D59EJJ7QQ731 / 89MQ4

GSA MAS: federal, state, local and tribal buyers. TIPS: public entities, education and qualifying nonprofits.

Let's talk about your initiative.

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