



CRM
America Inc.



SCHEDULE A CALL
408-505-1772

Ethics. Integrity. Value.

We Bring Uncommon Expertise,
Innovation, and Ethical Practice in
Microsoft Technologies



Why Choose Us

Our expertise in Customer Relationship Management, Finance, Supply Chain and Middleware applications help you gain deeper insight into your customers, enhance employee productivity and achieve your financial and organizational objectives.

- ✓ Tailored Applications
- ✓ Expertise in SaaS
- ✓ Specialized Solutions
- ✓ High Performing Cloud Solutions



Core Capabilities

- ✓ Cloud Services for Infrastructure and Applications
- ✓ Automation and Artificial Intelligence
- ✓ Agile Development
Legacy System Migration and Modernization
- ✓ Robust IT Program and Project Management
- ✓ Experienced Microsoft Services Provider: Azure Platform, Power Platform, Development, Power BI, Power Apps, Open AI, SharePoint Development and Administration

Raghu Srinivasan, President
raghu@crmamerica.com

Jenna Girompini, Vice President of Business Development
Jenna@crmamerica.com

 CRMAmerica.com

1250 Connecticut Ave. NW, Suite 700 Washington, DC 20036-2827

408-505-1772



Past Performance



District of Columbia, CSOSA

Contract I: Transitioned SharePoint to Microsoft Cloud Azure, handling design, development, maintenance, support, and overall administration.

Contract II: Developed business intelligence reports using Microsoft Power BI from an Enterprise Data Warehouse (EDW). Focusing on data accuracy and efficient decision-making, we also coordinated report configuration using Agile methodologies.



FMCSA, DOT

Engaged by FMCSA to modernize legacy applications onto the Microsoft Azure Technology stack, including Microsoft Power Platform (Power Tools, Power Apps, Power BI, etc.) Impacted legacy application span across organizations and business processes.

Access Request Initiation Application (ARIA)

Developed to modernize a legacy access request system into a digital, efficient solution using Microsoft Power Platform. Integrated advanced workflow automation and real-time validation to streamline processes.

Workflow Tracking Tool (WFTT)

Replaced a legacy system with a modern solution built on Microsoft Power Platform. Enhanced workflow and data integration, leveraging Dynamics 365 and Azure for improved functionality and reliability.



Peace Corps

Peace Corps CRM Program Management: Managed and upgraded the CRM Program, including Case Management, Contact Management, and Volunteer Lifecycle Management systems within Microsoft Dynamics CRM. Delivered projects on time and within budget.

Procurement Profile

Corporate Information

CRM AMERICA UEI: W9BAE3YLKPJ5
CRM AMERICA CAGE CODE: 83PU8

ACT-JV UEI: J65SDKKA2VK9
ACT-JV CAGE CODE: 8LLE7

Business Size: Small Business, SBA Certified Small Disadvantaged Business, Minority Owned, 8(a)

Contract Vehicles

SBA Certified 8(a) Program Participant
(Exit Date May 26, 2029)

CRM America Inc. GSA Schedule Number:
[47QTCA18D00KM 54151S](#)
[OLM](#)

ACT-JV 8aSTARSIII:
[47QTCB22D0445](#)
[STARS3](#)
[STARS3 ET](#)

NAICS & PSC Codes

NAICS

- 541512 Computer Systems Design Services (Primary)
- 541511 Custom Computer Programming Services
- 541513 Computer Facilities Management Services
- 541519 Other Computer Related Services
- 541611 Administrative and General Management Consulting Services
- 541618 Other Management Consulting Services
- 541690 Other Scientific and Consulting Services
- 518210 Data Processing, Hosting, and Related Services

PSC

- B529 Special Studies/Analysis Scientific Data
- DA01 IT Business Application/Development Support Services
- DA10 IT Business Application/Development SaaS
- D302 IT Systems Development
- D399 Other IT
- R408 Support Professional Program Management
- R425 Support Professional: Engineering/Technical
- R499 Support Professional: Other



Past Performance



FMCSA Project: Engaged by FMCSA for modernizing legacy applications using Microsoft technologies like Azure and Dynamics 365, focusing on scalability, security, and process automation. Praised for exceptional performance.



Access Request Initiation Application (ARIA): Developed to modernize a legacy access request system into a digital, efficient solution using Microsoft Power Platform. Integrated advanced workflow automation and real-time validation to streamline processes.



District of Columbia, CSOSA PowerBI Reporting: Developed business intelligence reports using Microsoft Power Platform for CSOSA, focusing on data accuracy and efficient decision-making. Coordinated report configuration using Agile methodologies.



Workflow Tracking Tool (WFTT): Replaced a legacy system with a modern solution built on Microsoft Power Platform. Enhanced workflow and data integration, leveraging Dynamics 365 and Azure for improved functionality and reliability.



Peace Corps CRM Program Management: Managed and upgraded the CRM Program, including Case Management, Contact Management, and Volunteer Lifecycle Management systems within Microsoft Dynamics CRM. Delivered projects on time and within budget.

Procurement Profile

Corporate Information

CRM AMERICA UEI: W9BAE3YLKPJ5
CRM AMERICA CAGE CODE: 83PU8

ACT-JV UEI: J65SDKKA2VK9
ACT-JV CAGE CODE: 8LLE7

Business Size: Small Business, SBA Certified Small Disadvantaged Business, Minority Owned

Contract Vehicles

SBA Certified 8(a) Program Participant
(Exit Date May 26, 2029)

SBA 8(a) Sole Source Pool

CRM America Inc. GSA Schedule Number:
[47 Q TCA18D00KM 54151S](#)
[OLM](#)

ACT-JV 8aSTARSIII:
[47QTCB22D0445](#)
[STARS3](#)
[STARS3.ET](#)

NAICS & PSCs Codes

NAICS

541512 Computer Systems Design Services (Primary)
541511 Custom Computer Programming Services
541513 Computer Facilities Management Services
541519 Other Computer Related Services
541611 Administrative and General Management Consulting Services
541618 Other Management Consulting Services
541690 Other Scientific and Consulting Services
518210 Data Processing, Hosting, and Related Services

PSC

B529 Special Studies/Analysis Scientific Data
DA01 IT Business Application/Development Support Services
DA10 IT Business Application/Development SaaS
D302 IT Systems Development
D399 Other IT
R408 Support Professional Program Management
R425 Support Professional: Engineering/Technical
R499 Support Professional: Other