



NATHCORP

References – Attachment 9

Sun Life

Intelligent Document Processing RFP

Past Performance

Lateetud IDP Solution

The pdf embedded below shows the Case Study for the Lateetud nVizion IDP solution



Solution Brief -
nVizion IDP with Mic

NathCorp

The table below summarizes various NathCorp projects delivered to clients over the last 2-3 years.

Client	Project
Western Digital	<ul style="list-style-type: none">•Global AD upgrade•Global SharePoint Online Platform build and roll out•Global Workspace One replacement•Windows Hello / Password-less Pilot•Team Healthcheck•Mail Healthcheck•SCCM Managed services•ADDS implementation
3M	<ul style="list-style-type: none">•200+ application development and modernization projects•Managed services (server administration) for approximately 400 Windows and LINUX servers
Hawaiian Airlines	<ul style="list-style-type: none">•Implementation of “Electronic Flight Bag” (EFB) across entire aircraft fleet•Managed services for 1,000+ pilots to support on-going EFB usage and updates•\$15 million, 5-year project
CNHI	<ul style="list-style-type: none">•Development of global (multi-lingual) dealer / farmer portal for delivery of machine health reports “on demand”; includes data analysis, data lake creation and management, development of portal APIs, Power BI report development and delivery
Edwards Lifesciences	<ul style="list-style-type: none">•Application packaging and distribution services for Windows•Hyperion / Oracle financial application upgrades distribution
Bibliotheca	<ul style="list-style-type: none">•Managed services for the entire Azure-based environment for e-library program•Architecture assistance, development and enhancement of e-library application
Universal Music Group	<ul style="list-style-type: none">•Global AD upgrade•Replacement of Quest ARS application with custom-built application to receive user management requests from SNOW•Managed services Tier 2 24x5 support for AD, email, and user management (ad/modify/delete, reset PW)

	<ul style="list-style-type: none">•Bitlocker implementation
Auto Club	<ul style="list-style-type: none">•Company-wide AD upgrade•Company-wide SCOM upgrade•Company-wide Teams implementation•Company-wide migration of on-premise email to Exchange online

The following may be contacted for reference on NathCorp services.

Hawaiian Airlines – Enterprise Content Management for Aircraft and Pilots

3375 Koapaka St, Suite G350, Honolulu, HI 96819

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Number of years NathCorp client – 7 years (2014 – 2021)

Hawaiian Airlines (HA) is the largest operator of commercial flights from the continental United States to Hawaii. They operate a fleet of approximately (60) aircraft and serve over (100) destinations worldwide.

NathCorp was contracted with Hawaiian to implement Electronic Flight Bag (EFB) Content Management as part of HA's eFlie program – a broader cockpit connectivity initiative. HA is the first airline in the world to have real-time, IP-based cockpit connectivity (via satellite) isolated completely from any passenger compartment network communications.

The overall goal of HA's EFB program was to eliminate the need for paper manuals to be carried by pilots and remove the duplicate manual set from each aircraft – this resulted in saving over \$1 million annually in fuel cost (achieved by removing approximately 400 pounds in weight from each flight), eliminating the need for resources to continually update manuals in each aircraft, and eliminating the need for pilots to be continually concerned about ensuring flight manuals were up to date – typically, flight manuals and flight communications are issued several times per week. All goals needed to be achieved while also ensuring 100% compliance with FAA regulations; HA was subject to inspection at any time by an FAA inspector and, if their manuals were found to be non-compliant (out of date, or not enough copies on the aircraft), they would not be allowed to fly the aircraft, costing HA approximately \$300-\$400,000 per incident.

Additionally, HA moved from manual flight navigation charts to EFB-based navigation charts.

NathCorp provided a variety of services to HA as part of the EFB program.

- We delivered an EFB as a Service (EFBaaS) program to HA which included the distribution and management of 2,000 Microsoft Surface devices to their entire pilot community. We provided Tier 2 24x7 support and created and managed the necessary environment to ensure the domain was isolated for security purposes and remained compliant at all time with not only FAA requirements, but also key HA security requirements to ensure any part of the ecosystem (tablet, satellite connection, cockpit connection, etc.) could not be hacked, regardless of location. In the event a pilot device was suspected of compromise, we immediately wiped the device and disconnected it from the network to always ensure ecosystem integrity.
- We developed the NathCorp "DocSync" application to distribute flight manuals, flight manual updates and various Flight Operations communications to approximately 2,000 pilots located worldwide. We were able to distribute and track a variety of file formats including pdf, exe, tif and other file types. Critical functional components of the application included:
 - The ability to report real time status of both the tablet and the manual set contained on the tablet to ensure FAA compliance
 - The ability to refresh manual updates or manual sets in the event of accidental deletion by the pilot

- The ability to automatically monitor for a device “online” and distribute manual updates as necessary to ensure compliance; this included the ability to alert on non-compliant devices
- The ability to ensure manual updates were NOT applied during critical phases of flight, risking lack of tablet availability for navigation charts, airport maps, etc. We used a connection to the aircraft data bus to sense “weight on wheels” and “door closed” and pass this status to the DocSync agent on the tablet to temporarily suspend updates and always ensure tablet availability during flight, while preserving the tablet’s ability to maintain and active IP-connection during flight and receive dispatch updates, upper air updates for flight path optimization, etc.
- We integrated with HA’s Dispatch system to deliver electronic flight plans to the designated Captain and First Officer for a particular flight two hours prior to takeoff. This included acquiring the flight plan from the dispatch system and converting the plan to a separate format for ingest by the tablet’s navigation application and was a time critical function requiring error free delivery of the flight plan to ensure there was no flight delay. Our process included tracking and validation of flight plan integrity at all steps.
- We worked with HA and a German software company to integrate real time flight path tracking to optimize fuel consumption and passenger comfort. Pilots were able to request flight path deviations from air traffic control to reduce fuel consumption. Fuel savings were estimated at over \$2 million per year.
- When the COVID-19 pandemic hit in early 2020, HA was significantly impacted. Although under no legal or contractual obligation to do so, NathCorp worked with HA to modify our contractual agreements to accommodate the drastic change in their business.

Western Digital Corporation – Worldwide SharePoint Online implementation for 30,000+ Users

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Dave Schira – Global Head of Infrastructure Services, Architecture and Automation (Mr. Schira left Western Digital in January 2022)

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Number of years NathCorp client – 6 years (2016 – present)

Western Digital (WD) is a publicly traded manufacturer of computer storage with annual revenue of approximately \$19 billion and 65,000 worldwide employees.

NathCorp has engaged on a variety of projects for WD, including the following:

- Enterprise build of worldwide SharePoint Online (SPO) platform. WD migrated from Jive to SharePoint and NathCorp was chosen to provide all the necessary design and implementation services to provision a SPO platform to support 30,000 – 40,000 active users globally. We conducted discovery meetings and workshops, defined and documented requirements, and built and tested the platform to ensure its ability to scale to the desired user count, and ensure the design reflected the level of availability required by the global user community. A key focus of our work was to ensure the appropriate information architecture and governance was in place so WD would not experience the current site “sprawl” it had in the Jive environment. We also designed, configured and implemented environment governance using the Desired State Configuration (DSC) from Microsoft as the foundation for monitoring, managing and approving configuration changes. Authorized changes were processed via an Azure DevOps process focused on “configuration as code” and any unauthorized changes were identified and automatically returned to their prior state by DSC monitoring – the necessary stakeholders were notified of the incident and a full

and complete audit log was established and maintained by DSC, including information on administrators making the changes.

- Worldwide Active Directory (AD) upgrade. This was our first engagement with WD and has been compared to “changing the engines in flight” – upgrades were made to an active production AD environment, many times during working hours due to the global nature of WD’s business. The upgrade was achieved with zero downtime and many of the services were automated to make implementation more efficient (EG: AD server build was completely automated and took 5-10 minutes). This approach required meticulous preparation and extensive testing to ensure no impact to the production environment and NathCorp provided all services for these tasks. Finally, the Forest Functional Level was raised with no impact to the organization.
- Replacement of VMWare WorkSpace One with Microsoft Intune and related products. This project focused on taking approximately 16,000 mobile users from WorkSpace One to Intune; WD was using WorkSpace One for both SSO and device management. The key challenge was designing a migration plan to allow 16,000 users and approximately 400 applications to co-exist during the migration period – approximately 4 months – while also ensuring a key calendar deadline was met to allow WD to avoid a large license renewal expense.

- Enterprise mail system health check and remediation. WD has grown their business significantly by acquisition. Many of these acquisitions were allowed to exist separately from the primary WD mail domain. NathCorp was engaged to perform a health check of the overall mail environment, including a focus on email security and SPF record integrity. We identified (75) key improvement items across (5) focus areas requiring attention and prioritized each improvement item for risk to the business and overall impact. Several of the improvement items were immediately implemented to ensure WD's mail environment was secure and appeared "clean" to external companies and users.

Universal Music Group (UMG)

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Number of years NathCorp client – 6 years (2016 – present)

UMG – "The World's Leading Music Company" is the largest music company in the world and has recently been taken public. The company has approximately 4 million owned and administered titles, manages 250 artists and brands and owns 50 music labels. Their stock is traded under the symbol UMG.AS and their annual revenues are approximately \$9 billion.

NathCorp has provided a variety of services to UMG, including:

- Global Active Directory (AD) upgrade (2016) – services were provided across the globe to upgrade the entire UMG AD infrastructure to the latest version; UMG incurred no downtime as part of this upgrade.
- Quest Active Roles Server (ARS) replacement (2017) – UMG was running an older version of ARS and facing a large license upgrade charge for a product they planned to obsolete. NathCorp developed an interim replacement application – Attribute Compliance and Reporting Application (ACRA) – to provide key services such as user creation, modification and deletion. ACRA acted as middleware between ServiceNow (SNOW) and Active Directory, taking automated user and account creation requests from SNOW, validating key components of the data provided, and taking the necessary actions in AD – a web-based user interface was also made available for manually entry, when needed. We created a SharePoint based user-maintained Rules Engine to allow UMG to adapt ACRA functionality as business rules changed to ensure they were not required to pay NathCorp to implement changes. ACRA also created the necessary transaction logs to satisfy audit and compliance requirements and fed those logs to Splunk as needed. The ACRA tool was originally planned as an interim solution for 6-12 months; the tool ran for over 5 years with over 99.5% uptime.
- Tier 2, 24x5 Active Directory, Messaging and Access Management (2017 – ongoing)– NathCorp provides a set of offshore resources to provide global 24x5 support to manage approximately 150 daily incidents and tasks across multiple time zones and for all UMG offices and users. We monitor performance weekly against SLAs and meet weekly with the UMG operations team to discuss tickets, identify issues or opportunities for improvement, etc. As part of this service, we also provide "White Glove" services to a group of (12) key executives, including their Chairman and CEO. Our typical response time to White Glove requests is less than 5 minutes, with resolution in 10-15 minutes, regardless of if the request is made during contracted coverage hours or during our on-call (weekend) hours.

- We have also conducted a variety of smaller projects for UMG including tenant to tenant email migrations, Contingent Worker password resets (involved working with approximately 3,000 Contingent Workers to reset their passwords), Service Account password resets (approx. 1,000 accounts), etc.

3M Corporation

Maplewood, MN

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Number of years NathCorp client – 10 years (2012 – present)

3M is a publicly traded manufacturer with revenues of approximately \$35 billion and 95,000 employees worldwide.

NathCorp was engaged to provide offshore application development and Managed Services to 3M's Digital Product Center of Excellence (DPCOE) team in support of application development and enhancement for multiple 3M business units; 3M realized over 3X productivity rate as compared to US-based resources and costs. Highlights of this long-term engagement include:

- Over (20) applications developed, including critical SafeGuard product authentication application (used on over 2 million 3M products monthly)
- Over (35) applications enhanced and supported

The SafeGuard product authentication application uses a complex algorithm to create unique identifying keys applied to 3M products to ensure authenticity and fight counterfeit product entering the market from various offshore manufacturing sites. The application is integrated with their entire SAP environment and deployed in (19) plants globally. 3M estimates direct savings of over \$5 million annually in counterfeit product identification, not including the value of reputation protection. See also as an example: [Over 65K Counterfeit 3M Masks Seized in Chicago | U.S. Customs and Border Protection Preview \(cbp.gov\)](#)

Microsoft

The Success Story at the link below demonstrates the ability of our solution to operate at scale.

<https://customers.microsoft.com/en-us/story/1504311236437869486-fujitsu-document-scanning-azure-form-recognizer>