Improving Digital Experience with Drupal Foundation

Why Precise

Precise helps government entities innovate and creates agile solutions that transform our customers' technology and improve performance. Our expertise covers everything from automated SaaS-based services to mobile apps. We can assist with a wide range of mission-critical IT initiatives, whether that involves delivering SaaS-based enterprise IT service process automation, crafting an enterprise portal strategy, implementing an advanced Enterprise Portal or Enterprise Content Management (ECM) system, or developing procedures for mobile adoption strategy, development, or device management.

Precise provides the expertise and resources you need to transform your architecture and change the way you provide services to your internal and external stakeholders.

Improving Users Digital Experience

Digital transformation for agencies is more critical than ever as U.S citizens have an increasing desire to engage and interact digitally with government entities. Drupal forms the foundation for a digital experience platform that prioritizes and improves user experience. Drupal content management system (CMS) is an enterprise-ready, open-source content management system that powers some of the world's largest and most popular commercial websites, as well as numerous government and intergovernmental agencies. Precise delivers refined and robust digital experience, improved search capabilities, enhanced performance, clean interfaces that align with Human-Centered Design practices with the goal of an omnichannel experience for our customers.

Digital and Web Capabilities

- Strategic Planning and Governance Support
- Web Design and Migration
- Web Infrastructure Support
- Operations and Maintenance (O&M) of Drupal Environment
- Development and Accessibility
- Data Visualization
- Content Management
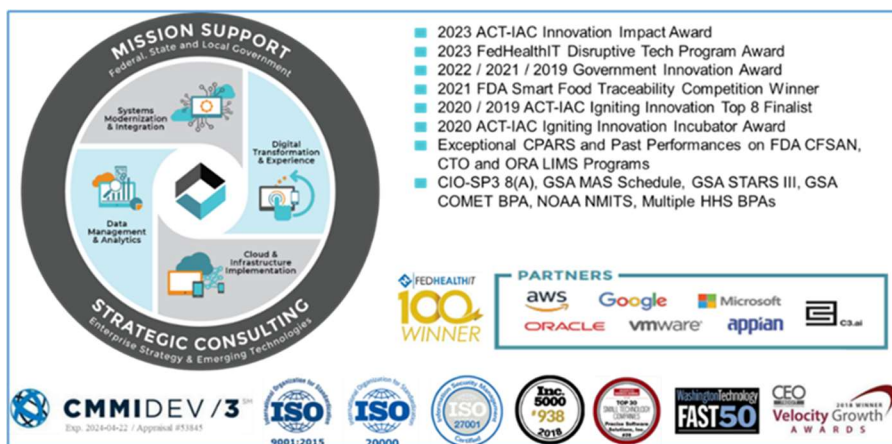- Help Desk Support and Automated Issues Tracking

How We Help Our Customers

As one of the most popular open-sourced frameworks for content development and management, Drupal is currently used by numerous agencies and organizations to share data and content. Being able to have information move in and out of Drupal through other formats and have an organization's Drupal website able to facilitate other non-Drupal systems or databases is a valuable capability. Precise has extensive experience providing modernization, new digital services, and migration support for Department public facing websites and features in Drupal. With its deeply modular architecture, it supports the web needs of many enterprises, and adding new features to accommodate changing needs can be as easy as installing or improving one of the thousands of existing modules or easily adding a module created by our development team. Precise currently manages the Food and Drug Administration (FDA) web operations and maintenance for the Drupal CMS platform, enhancing and developing a forward-looking architecture for FDA.gov. Our experience includes:

- Performing Drupal development, Platform as a Service (PaaS) hosting, and web infrastructure support for FDA.gov, which monthly receives more than 670 million hits, ~60 TB data transferred, and 17.4 million visitors
- Support AccessData with 145+ public-facing applications and 85+ internal-facing applications that make public data available easily accessible to users
- Cross-functional teams supporting projects from user research and discovery to design and development to implmentation of Drupal releases for develop of content types, layouts, views, roles, and workflows.
- Support for a Spanish version of FDA.gov
- Web Support with 508 Content Loading, Collection, and Remediation adhering to 508 compliance and accessibility
- Website Hosting for Center for Tobacco Products (CTP)
- Developing a strategy for FDA's Conversational AI (Chat Bot) to improve customer experience (CX)
- Developing Tobacco Products Searchable Database

About PRECISE SOFTWARE SOLUTIONS

Precise Software Solutions, Inc. (Precise) is a nimble and fast-growing SBA 8(a) certified small business focusing on strategy and IT consulting services to public sector customers. Our technical teams support agencies across the Federal Civilian, Health, and Defense markets. We are proud of our strong reputation for overcoming obstacles and delivering innovative, quality work with measurable results. For additional information, please visit us at www.precise-soft.com.

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