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Booz Allen Awarded \$115 Million Department of Veterans Affairs Task Order to Improve the Veteran Experience

MCLEAN, Va.--(BUSINESS WIRE)-- Booz Allen (NYSE:BAH) announced today that the Department of Veterans Affairs (VA) has awarded it a \$115 million, three-year task order to provide support for the Veterans Relationship Management (VRM), Customer Relationship Management (CRM) Program Development and Operations and Maintenance (O&M). This contract award, which will extend to providing technology services for the new Veterans Experience Office (VEO) office, adds to Booz Allen's spectrum of contributions to improve the lives of Veterans, military families and active military.

The award supports the VEO's goal to improve the Veterans experience by providing on-demand access to comprehensive VA services and benefits in a consistent manner through a multi-channel virtual call center (VCC). The processing framework for the VCC will enable clients to find uniform information about their VA benefits and services regardless of the access channel used to complete their transactions with VA. In addition to the technical support provided to VRM, Booz Allen is providing integration services to bring together disparate systems and make all Veterans' services easier to access, more seamless in nature and better communicated.

"Booz Allen is proud to have successfully supported the VA VRM program for the past three years, and is honored to expand our work so those responsible for providing care to Veterans can continue to do so in an effective, timely and compassionate manner," said Richard Crowe, Senior Vice President. "Our historic and deep understanding of the VA, its VRM program and the needs of the Veteran community have been key in successfully transitioning and establishing the VA's current hosting environment to work in concert with the critical needs of the VRM program. In addition, as the priorities for VEO evolve, our program will help establish the applications needed to keep this transformational initiative moving forward."

The VRM task order will provide project management services, software development, application integration, and operation and maintenance support services for multiple new and existing VRM applications built on the Microsoft Dynamics CRM Tool Suite. It includes approximately \$8.9 million in fully funded work, with an additional \$105.8 million in optional quantities that may be executed over the life of the task order.

This task order augments Booz Allen's recent receipt of the \$72 million VRM Cloud Hosting contract, for which the firm will provide the VA with the full lifecycle support required to successfully deliver these complex applications.

Prior to the recent Development award, Booz Allen received the Federal Case Management Tool (FCMT), Fiduciary Beneficiary System Replacement (FBSR), Veterans Tracking Application (VTA) O&M Support award that supports two applications currently supported by VRM.

"Through that contract, we demonstrated how building integration between the O&M and Cloud hosting functions can result in tremendous efficiencies, such as with addressing application backlogs," said Richard Crowe, Senior Vice President. "Upon award of the contract, the Booz Allen team was able to address the majority of existing application issues during the two-month transition period. We are excited to continue to show our 'can do' attitude and pursue new avenues that help the VA provide high quality and effective Information Technology services."

As recognition for Booz Allen's support in leading VA to a successful migration of the VRM hosted cloud environment, the Booz Allen team, as well as others, was presented with the Golden Starfish award in 2014.

About Booz Allen Hamilton

Booz Allen Hamilton has been at the forefront of strategy and technology for more than 100 years. Today, the firm provides management and technology consulting and engineering services to governments in the civil, defense, and intelligence markets, global corporations, and not-for-profit organizations. Booz Allen partners with private and public sector clients to solve their most difficult challenges. Headquartered in McLean, Virginia, the firm employs more than 22,500 people globally, and had revenue of \$5.27 billion for the 12 months ended March 31, 2015. To learn more, visit www.boozallen.com. (NYSE: BAH)

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