



cse software inc.

CSE Software Inc. builds and supports the technology that powers businesses.

DUNS: 61-060-5883

CAGE CODE: 1VKP5

Operating Office Address:

316 SW Washington St #300

Peoria, IL 61602

COMPANY OVERVIEW

We build software for you, with you.

With over 30 years of experience delivering critical software through every major tech evolution, from legacy systems to cloud-native applications, our solutions transform complex data and processes into intuitive, efficient systems. Our U.S.-based help desk delivers exceptional, multi-level support for mission-critical products, all while easing internal support burdens through knowledgeable local experts.

DIFFERENTIATORS

1% **Defect Rate**
(Industry Average: 12%)

92% **Customer Satisfaction Rate**
(Industry Standard: 80%)

99% **Help Desk Uptime**

NAICS CODE

- 541511 - Custom Computer Programming Services
- 541512 - Computer Systems Design Services
- 541513 - Computer Facilities Management Services
- 541519 - Other Computer Related Services

CERTIFICATIONS

Gold
Microsoft Partner




CORE COMPETENCIES



Software Development

Cloud Development, Code Optimization, Application Consolidation, Database Development, Legacy System Modernization



Quality Assurance Testing



Help Desk Support



Staff Augmentation

KEY CLIENTS

- Caterpillar Inc
- Growmark Inc
- Jump Trading Simulation & Education Center
- Trimble Inc
- AGCO Corporation
- Simformotion LLC
- J.H. Fletcher Co
- OSF Healthcare
- Peoria Riverfront Museum
- RLI Insurance Company
- State of Illinois

PAST PERFORMANCE

State of Illinois, Illinois Dept of Public Health (IDPH), Subcontractor, Contract Value (\$2,000,000)

The principal required deliverable is: The design and delivery of enhancements to the web-based "Illinois Hospital Report Card and Consumer Guide to Health Care" website (www.healthcarereportcard.illinois.gov) as well as provision of ongoing application management/maintenance. CSE Software had the sole responsibility of cyber security and quality assurance testing.

State of Illinois, Illinois Dept of Public Health (IDPH), Subcontractor, Contract Value (\$1,000,000)

Serve as the Technical Architect to design the Sitecore architecture to ensure the ease of integration and functionality while ensuring a smooth transition to the Cloud through Microsoft Azure.

State of Illinois, Dept of Innovation and Technology (DoIT), Prime, Contract Value (\$88,302)

Provide development assistance to the State of Illinois for updating their Broadcom Software systems following Layer 7 API infrastructure and configuration to build a cluster node in the Layer 7 environment.

Fortune 100 Electric Power Equipment Manufacturer, Primary Developer

Provide Salesforce development leveraging the Cloud Community platform. Utilizing Apex classes, custom components, and Lightning Web Components, CSE crafted a QR code landing page within the Salesforce Cloud Community.

Fortune 100 Natural Gas Engine Manufacturer, Primary Developer

Provided legacy system modernization with the development of a custom engine rating application. The application stores, maintains, updates, and displays data and calculations. Following user input, a comprehensive data sheet is generated, providing in-depth insights into engine performance under specific conditions.

Fortune 100 Machinery Manufacturer, Help Desk Support

Help Desk Support to handle badge access requests for over 800,000 employees and 400 CribMaster vending machines, database management, remote CribMaster application maintenance and troubleshooting, security monitoring, and custom reporting. The result was a 50% reduction in ticket resolution time and a 99% customer satisfaction rate.

Fortune 500 Pharmaceutical Company, Primary Developer

Developed comprehensive web-based eLearning programs for 13 distinct medical devices, tailored for both internal and external stakeholders. These interactive training modules were strategically developed to meet the dual objectives of enabling healthcare professionals to earn Continuing Education (CE) credits and equipping sales teams with in-depth product knowledge.



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GET IN TOUCH

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