



cse software inc.

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

DUNS: 61-060-5883

CAGE CODE: 1VKP5

COMPANY OVERVIEW

CSE Software Inc. designs, builds, and supports secure mission-critical applications for state and local public sector agencies and large enterprise clients. Our teams modernize legacy systems, migrate on-prem workloads, and provide ongoing operations and maintenance for business based applications. We transform complex data and processes into intuitive, efficient systems that are secure and easy to manage.

Our U.S. based help desk delivers multi-level support for cloud-connected products and enterprise environments while easing internal support burdens through knowledgeable local experts.

DIFFERENTIATORS

- 8%** Defect Rate
(Industry Standard: 12%)
- 95%** Customer Satisfaction Rate (CSAT)
(Industry Standard: 80%)
- 99.9%** Help Desk Uptime
- 24x7** U.S. Based Support

NIGP CODE

- | | | | |
|---------|---------|---------|---------|
| • 20811 | • 91520 | • 92007 | • 92040 |
| • 20837 | • 91549 | • 92014 | • 92045 |
| • 20854 | • 91596 | • 92017 | • 92046 |
| • 20880 | • 91829 | • 92021 | • 92064 |
| • 20881 | • 91832 | • 92024 | • 92065 |
| • 20954 | • 91871 | • 92027 | • 92076 |
| • 91505 | • 92005 | • 92039 | • 92091 |

CERTIFICATIONS



Operating Office Address:

316 SW Washington St #300

Peoria, IL 61602

CORE COMPETENCIES



Software Development

- Design and architecture
- Secure development lifecycle
- CI / CD
- Application O&M, APIs, database development
- UI and UX design



Cloud Hosted Application Services

- Azure Cloud architecture and deployment
- Legacy system modernization
- Cloud-hosted application O&M
- Performance monitoring, optimization, and security updates
- Data integration, reporting, and scalability



Digital Transformation

- Assess and modernize infrastructure
- Cloud-focused application redesign
- Identity and access integration
- Digital strategy and modernization planning



Data Strategy & Analytics

- Data Lakes & Warehouses
- Business Intelligence/Descriptive Analytics
- Governance, Data Integration



Quality Assurance Testing

- Automated and manual QA programs
- Performance testing
- Security testing
- User acceptance testing
- Test documentation and defect prevention



Help Desk Support

- 24x7x365 U.S. based analysts
- Application and device support
- Remote monitoring and troubleshooting
- Security monitoring and ticket resolution
- Custom reporting and analytics

KEY CLIENTS

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

PAST PERFORMANCE

State of Illinois, Dept of Innovation and Technology (DoIT), Prime

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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