



COMPANY OVERVIEW

Donan Consulting LLC is an Economically Disadvantaged Women-Owned Small Business (EDWOSB) with more than 21 years of experience. We provide Information Technology (IT) and IT project management services to government and commercial organizations. Our focus areas include Data Science, Artificial Intelligence (AI), Machine Learning (ML), Agile Transformation, Agile Tools Implementation, and Talent Acquisition.

No matter how complex your business, we have the capabilities and experience to help you plan and manage your entire IT portfolio and modernize your IT infrastructure.

OUR VALUES



INTEGRITY

We are trustworthy. We have good work ethic and always do what is right.



COMMITMENT

We are dedicated to the success of our clients. We know our success depends on their success.



QUALITY

We take pride in providing high value products and services to our client. We consistently deliver the right service and deliver it well.



INNOVATION

The innovative spirit of our people radiates across our work. Innovation is part of how we work and the reason for our success.



CORE CAPABILITIES



DATA SCIENCE & INSIGHTS

Donan provides comprehensive data science and data analytics solutions. We analyze and visualize your data. We train various Machine Learning (ML) models to find patterns in your data and use those patterns to generate new insights and predictions.



AI & ML SERVICES

Donan's in-house AI&ML Innovation Lab covers the full spectrum of Artificial Intelligence (AI) and Machine Learning (ML) capabilities, including Predictive Analysis & Data-driven Insights, Computer Vision & Video Analysis, Generative AI, and Agentic AI.



CLOUD SOLUTIONS

We specialize in designing and building cloud applications using Microsoft Azure and Amazon Web Services.



AGILE TOOLS IMPLEMENTATION

We provide support for implementation of Atlassian tools such as Jira Core, Jira Software, Jira Service Desk, Jira Align, and Confluence.



AGILE TRANSFORMATION

Donan provides different levels of agile transformation services, depending on the size and the level of maturity of our clients.



TALENT ACQUISITION

Staff your IT projects with our senior professionals. We are a high-performing team, and we adjust to your time zone.

DIFFERENTIATORS

- **More than 21 years of experience serving various federal and private sector clients**
- **Unique combination of IT and IT Project Management skills and experience**
- **Successfully expanded Donan contracts from one-year to multiple-year contracts** - served as strategic business partner to other small businesses for more than 9 years and delivered outstanding performance. As a result, Donan contracts are usually extended from one-year to multiple-year contracts.
- **Recognized as experts and industry leaders** - our consultants stay current in their areas of expertise and have been recognized as top performers by multiple federal and private sector clients. Donan also partners with industry leaders such as Microsoft, Scale Agile, and Atlassian to stay abreast of technology and project management trends.
- **Experts in Coding Interviews.** When we provide staffing services, we conduct technical coding interview to identify and select candidates who really have the skills we are looking for. We do not rely on verbal assurance from the candidates. We put them to work in order to assess their skills and competencies.

PARTNERSHIPS & CERTIFICATIONS

- Certified SAFe Program Consultant (SPC)
- Project Management Professional (PMP)
- Microsoft Certified Solution Expert (MCSE): Data Management and Analytics, SharePoint, SQL Server
- Atlassian Certified Professional (ACP) for JIRA
- Certified Scrum Master (CSM), Scrum Alliance
- AWS Certified Solution Architect
- Microsoft Certified Technology Specialist (MCTS)



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DONAN AI/ML INNOVATION LAB SOLUTIONS

	Medicaid/Medicare Eligibility & Enrollment Chatbot
<p>Challenge: Confusing eligibility rules; real-time guidance deprivation; high dropout rates; case workers spend a lot of time navigating multiple systems to process applications; high cost of manual reviews; call centers cannot automatically scale during peak enrollment periods.</p> <p>Donan's AI-Powered Solution</p> <ul style="list-style-type: none"> ✓ Instant, Accurate Eligibility Guidance: AI agent quickly determines whether a user may qualify by analyzing household size, age, income, pregnancy, and other criteria ✓ Personalized Document Checklists: Based on eligibility category, the AI agent generates customized list of documents needed for application ✓ Better User Experience & Clear Human-Friendly Explanations: No long forms and no waiting in line for call center support; no complicated policy language ✓ Automated, Reliable Policy Interpretation: RAG + semantic chunking ensures the system pulls the correct policy information, eliminating the possibility of interpretation inconsistencies ✓ Easier Maintenance & Faster Policy Updates: Because policy PDFs are ingested and vectorized automatically, updating eligibility rules no longer requires extensive engineering work—new documents simply get uploaded ✓ Scalable, High-Performance Architecture: LLM-powered workflows, vector search, and optimized pipelines reduce system load and allow the platform to scale during peak enrollment periods 	

	Medicaid/Medicare Provider Credentialing & Enrollment Chatbot
<p>Challenge: Credentialing rules are difficult to understand; providers don't have clear guidance on which documents they need to supply to get certified; high dropout rates; high cost of manual reviews.</p> <p>Donan's AI-Powered Solution</p> <ul style="list-style-type: none"> ✓ Instant, Accurate Eligibility Guidance: AI agent quickly determines whether a user is eligible or not through a defined set of rules. ✓ Better User Experience & Clear Human-Friendly Explanations: No long forms and no waiting in line for call center support; no complicated policy language ✓ Automated, Reliable Policy Interpretation: Keyword matching and objective questions to determine eligibility. ✓ Easier Maintenance & Faster Policy Updates: Document with details of prior convictions helps to effortlessly check provider credibility. 	

	Medicaid/Medicare Fraud, Waste, and Abuse Detection
<p>Challenge: Fraud patterns are not always obvious and often look like normal claims at first glance. Insurance teams receive large volumes of claims daily, making it hard to review everything manually. Manual investigations are slow. Delayed action leads to financial loss. Fraud teams struggle to identify which providers or claims should be prioritized. Different reviewers may flag cases differently, leading to inconsistency and rework. Traditional systems don't provide a clear view of fraud risk patterns across providers over time. Scalability is a challenge.</p> <p>Donan's AI-Powered Solution</p> <ul style="list-style-type: none"> ✓ Automated Fraud Risk Identification: AI highlights suspicious claims/providers early, reducing dependency on manual screening ✓ Smart Prioritization for Investigators: Flags high-risk cases first so teams focus on the most impactful fraud signals ✓ Real-Time Monitoring Dashboard: Easy-to-use dashboard helps fraud teams track risk levels and performance in one place ✓ Better Case Review Consistency: Provides a standardized approach to fraud screening and reduces variations across reviewers ✓ Operational Efficiency Improvement & Reduced Processing Time: Helps fraud teams handle higher workloads without needing additional manpower. Speeds up fraud evaluation workflows and improves turnaround for approvals or escalations ✓ Stronger Fraud Prevention & Cost Control: Improves early fraud intervention, reducing unnecessary payouts and improving financial protection 	



AI Medical Coding Chatbot

Challenge: Manual coding takes too much time. Different coders interpret notes differently, causing inconsistent results, errors, and rework. Incorrect or missed codes impact reimbursements and can create claim denials and payment delays. CC/MCC classification is complex but critical for accurate Medicare risk adjustment and proper reimbursement. Real-world documents come in PDF, DOCX, and scanned images; manual reading and extraction becomes painful. Healthcare coding needs evidence-based reasoning and traceability for audits, which is hard to maintain manually.

Donan's AI-Powered Solution

- ✓ **Multi-Format Document Processing:** Supports PDF, DOCX, TXT, and scanned images using OCR (Tesseract) with validation and cleanup
- ✓ **ICD Matching Agent (Rule-based):** Fast deterministic mapping for common clinical conditions
- ✓ **Analysis Agent (LLM-based):** Deep clinical reasoning and ICD-10 and CPT suggestions
- ✓ **Primary and Backup LLM for Reliability:** Uses Gemini 2.0 Flash as primary and OpenAI fallback when needed
- ✓ **Automated CC/MCC Classification:** Enriches ICD-10 codes with CC/MCC flags using 200+ CC and 150+ MCC code database
- ✓ **Explainable Output & Evidence-Based Suggestions:** Provides rationales, clinical term extraction, confidence scoring, and transparency report for audits
- ✓ **Production-Ready API System:** FastAPI backend with upload + analyze endpoints, secure validations, and frontend integration
- ✓ **Business Impact:** Reduces medical coding time by 60–80%, improves accuracy, consistency, and supports reimbursement optimization



SharePoint RAG Chatbot


Challenge: Users spend a lot of time to manually opening and scanning through multiple SharePoint documents to find specific information. Native SharePoint search returns documents lists rather than precise answers, requiring users to review entire file list manually. Users waste a lot of time searching for information instead of applying it to core business activities. Traditional cloud-based AI document search costs are expensive due to embedding APIs and recurring cloud service fees. Finding specific policy clauses or regulatory documentation, for compliance and audit, requires extensive manual review and creates compliance risks.


Donan's AI-Powered Solution


- ✓ **Intelligent Question Answering:** Natural language queries with instant, direct answers instead of document lists.
- ✓ **Local Embeddings (cost free):** Uses sentence transformers locally with 0\$ embedding costs vs traditional cloud embedding services,
- ✓ **Fast similarity search:** FAISS vector store delivers answers in ~2 seconds with precise source attribution.
- ✓ **Primary and Backup LLM for Reliability:** Uses GroqLlama-3.3-70bas primary and OpenAI fallback when needed
- ✓ **Automated document indexing:** Seamlessly processes pdf, docx and txt files with chunking (800 chars) and smart overlap for context preservation.
- ✓ **Explainable Output & Evidence-Based Suggestions:** Provides rationales, clinical term extraction, confidence scoring, and transparency report for audits
- ✓ **Production-Ready API System:** FastAPI backend with upload + analyze endpoints, secure validations, and frontend integration
- ✓ **Business Impact:** Reduces medical coding time by 60–80%, improves accuracy, consistency, and eliminates recurring Ai embedding costs.




PAST PERFORMANCE


	HHS/CMS – Healthcare Quality Information System (HCQIS) - Portfolio, Program, and Project Management (PM3)
<p>Challenge: CMS embarked on an agency-wide agile transformation journey and needed to transform its Software Development Lifecycle (SDLC) and its project management practices to become more agile and implement the necessary agile project management tools to support the following best practice frameworks: Scrum, Kanban, SAFe and DevOps. Donan was subcontractor to SoftDev Inc. and was tasked with the implementation of an agile project management system using the Atlassian tools such Jira, Confluence, and multiple plugins.</p> <p>Solution: Donan led the Atlassian team for the HCQIS program and was able to successfully configure and roll out the Atlassian tools needed to support the agile transformation. Donan trained multiple users on how to use Jira & Confluence.</p> <p>Benefit: CMSS has been positively impacted by the agile transformation initiative. There was better alignment between strategy and execution, improved quality of deliverables, and better transparency.</p> <p><i>Technical Environment: Atlassian Suite (Jira, Confluence, and add-ons), TestRail, Github</i></p>	


	Renal Healthcare Association (RHA) - Health Information Exchange (HIE) System
<p>Challenge: The RHA needed to modernize their HIE website, rhahie.org, in order to improve user experience as well as optimize the response time for data processing transactions.</p> <p>Solution: Donan Consulting completely redesigned the HIE website and built a new website using more modern technologies. Donan Consulting also developed a scalable and high-performance data processing solution using a micro-service architecture.</p> <p>Benefit: The new HIE website has improved user experience. Users can quickly find what they are looking for. The microservice solution for data processing reduced processing time by 500%, improved system reliability by 200%, and reduced latency by over 5000%.</p> <p><i>Technical Environment: Node.js, TypeScript, C#, Net, Asp.net 4.0, Asp.net Core 2.0, Html Razor, JavaScript, jQuery, CSS, LINQ, AJAX, Tableau, Bootstrap, Figma, Tailwind, My SQL, PostgreSQL, GraphQL, Microsoft VS 2022, IIS 6.0/7.0, Window 10, MAC OS, AWS, Azure, SQS, SNS, Redis, RabbitMQ, Kafka, DocuSign, Git.</i></p>	


	Centers for Disease Control and Prevention (CDC) – Council of Medical Specialty Societies (CMSS) Specialty Societies Advancing Adult Immunizations (SSAAI) – CMSS SSAAI Data Platform
<p>Challenge CMSS needed a robust data warehouse to efficiently collect, analyze, and report data collected from its participating health systems.</p> <p>Solution: Donan developed a data warehouse for CMSS, using Azure SQL database to provide a secure, scalable, and highly available data storage solution, ensuring optimal data management and retrieval. Donan also designed and developed a robust .NET application that serves as the frontend for the CMSS SSAAI Data Platform. Furthermore, Donan designed and developed robust BI reports and dashboards, integrated role-level security into the BI reports, and embedded the BI reports into the frontend .NET web application.</p> <p>Benefit: The CMSS Data Platform allows CMSS to collect and analyze vaccination data from the health systems participating in the program. Using the various reports and dashboards available on the CMSS Data Platform website, CMSS can conduct data quality reviews and provide Quality Improvement (QI) recommendations to the health systems, as needed.</p> <p><i>Technical Environment: MS Power BI, MS Fabric, Azure Storage, Azure functions, Logic Apps, App services, Web Jobs, Key Vault, Active Directory, Azure Search, Azure Runbook Account, SQL DB, Application Insights, Monitor, Log Analytics, Azure CLI, CI-CD with Azure DevOps.</i></p>	



	Gemini to Jira Migration
<p>Challenge: Westat embarked in an agile transformation journey and needed to transition their IT project management tools from Gemini to the Atlassian Suite consisting of Jira, Confluence, and some Atlassian plugins. Donan was tasked with performing the migration from Gemini to Jira.</p>	
<p>Solution: Donan worked with Westat project teams to define and execute a migration plan. Donan successfully migrated Westat projects from Gemini to Jira and then advised Westat on the next steps the organization should take to reach enterprise agility.</p>	
<p>Benefit: The move to Jira has provided Westat with a core agile project management system that now serves as a foundation to support additional agile transformation activities and scale the agile initiative to the enterprise level.</p>	
<p><i>Technical Environment: Jira Software, Confluence, ScriptRunner</i></p>	

	Westat Electronic Document System (WEDS)
<p>Challenge: Westat needed to modernize its interview data collection process, retire the manual process used by Westat interviewers, and stand up an electronic document system. Westat interviewers used to conduct interviews using paper forms to collect and store interviewee's responses. The process was manually intensive and paper copies of interview data were too hard to manage.</p>	
<p>Solution: As a subcontractor to SoftDev, Donan managed the Scrum team, documented user stories and acceptance criteria, developed technical design specifications, and performed testing activities to ensure a successful implementation of all requirements of the WEDS system.</p>	
<p>Benefit: The WEDS system was delivered on time. All the requirements were met, and the product significantly improved the efficiency of the interview data collection and storage process.</p>	
<p><i>Technical Environment: Amazon Web Services (AWS), Docker, Koa, Rest API, Node.js, Kubernetes</i></p>	

	Receipt System Dashboard
<p>Challenge: To closely monitor the progress and efficiency of the modernized electronic document system, Westat needed to track key progress metrics and make them visible on a centralized Receipt System Dashboard.</p>	
<p>Solution: Donan designed the user interface for the Receipt System Dashboard.</p>	
<p>Benefit: Westat was very pleased with the outcome of the Receipt System Dashboard and uses the progress metrics to make informed decisions.</p>	
<p><i>Technical Environment: Balsamiq, Amazon Web Services (AWS), Docker, Koa, Rest API, Node.js, Kubernetes</i></p>	

	AHRQ Medical Expenditure Panel Survey (MEPS) Health Policy Booklet (HPB) Abstraction Tool
<p>Challenge: The Medical Expenditure Panel Survey (MEPS) is a survey that has conducted at the Agency for Healthcare Research and Quality (AHRQ) since 1996. The survey is one of the most trusted sources of information about how Americans interact with healthcare providers and how their healthcare is paid for. The survey collects comprehensive data on healthcare coverage and household expenditures. AHRQ needed to address some concerns about incomplete or inaccurate information that could impact their survey data abstraction process.</p>	
<p>Solution: SoftDev Inc. was contracted by Westat to develop a MEPS Data Abstraction Tool that incorporates verification and cross-checking steps to ensure data accuracy. As a subcontractor to SoftDev, Donan designed the user interface for the MEPS Data Abstraction Tool.</p>	
<p>Benefit: The MEPS Data Abstraction Tool significantly improved the accuracy of the MEPS survey data abstraction process.</p>	
<p><i>Technical Environment: Azure Data Factory, Azure Storage, Bootstrap, HTML</i></p>	



Challenge: SoftDev is a small IT consulting business that provides consulting services to various federal government and private sector clients. Donan has been a strategic business partner to SoftDev for more than 8 years. SoftDev needed to stand up an EPMO at the corporate level and update their IT project lifecycle to align it with agile frameworks such as Scrum, Kanban, and SAFe.

Solution: As subcontractor, Donan served as an EPMO Advisor to the EPMO Director and helped to define an agile project lifecycle and develop work product templates that SoftDev employees can use to expedite their work on client engagements.

Benefit: SoftDev was able to standardize their agile product management processes and define their agile way of working to speed up client deliverables and improve quality.

Technical Environment: Atlassian Suite (Jira, Confluence, and add-ons)

PAST CLIENTS



CORPORATE DATA

Primary NAICS Code:

541611 Administrative Management and General Management Consulting Services

Registered in SAM

UEI #: TQ4RSCA5CPN8

CAGE Code: 0QKY0

Additional NAICS Codes:

541511 Custom Computer Programming Services

541690 Other Scientific and Technical Consulting Services

541512 Computer Systems Design Services

541618 Other Management Consulting Services

561311 Employment Placement Agencies

541519 Other Computer Related Services

