COVID-19 Emergency Support

In response to COVID-19, Bixal has expanded its role to work side-by-side with SBA staff to create a trusted resource for small businesses to access government assistance during this unprecedented pandemic. Our team is updating the website for users to easily find guidance and loan resources, available in both English and Spanish. New policy and content updates are made within short turnaround times. Web analytics are reviewed each day to understand user needs and supports informed decisions.

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OASIS Small Business Pool 1

OASIS Small Business is a multiple award, Indefinite Delivery Indefinite Quantity contract that provides flexible and innovative solutions for complex professional services.

DUNS Number: 100128086
Cage Code: 4QRJ3

www.bixal.com

Here is how Bixal can help

- Support COVID-19 emergency response teams with content production and dissemination
- Facilitate online conferences, meetings, training
- Build user-centric digital self-service solutions
- Support remote data management and analytics
- Position agencies to improve their overall customer experience
- Provide DevSecOps on mission critical systems

OASIS℠

BIXAL

Service Offerings

Strategic Communications

Modernized Learning

Agile Development

Customer Experience

Data Science & Analytics

Cloud Computing

Our Experience

USAID/Resilience and Food Security Bureau Feed the Future Knowledge, Data, Learning, and Training (KDLT)

Supporting USAID Operating Units and Missions to expand knowledge capacity

Bixal leads the five-year KDLT activity using several innovative approaches, including Agile methodologies and human-centered design to sustainably reduce global hunger, malnutrition, and poverty. KDLT helps USAID's Washington Operating Units and Missions stay connected through Agrilinks.org, Adobe Connect for webinars, and various online trainings to make learning and strategic information easily accessible regardless of location.

Small Business Administration (SBA)

Helping small businesses move forward

Bixal is leading a complex effort to transform the website into a customer-centered online experience. The project aims to enhance user experience and optimize delivery of the SBA's core services to America's entrepreneurs. Bixal uses an iterative, Agile methodology to rapidly meet and adapt to short-term goals while working toward a comprehensive new sba.gov.

U.S. Department of Housing and Urban Development (HUD)

Using a new approach to distance learning

Bixal was contracted for the implementation of interactive web-based training and examination for the housing counseling certification program. Through combined strengths in instructional design, web development, and graphic design, Bixal helped the HUD Office of Housing Counseling achieve its goal of providing an online, one-stop training and certification platform to facilitate the certification process.

U.S. Department of Health and Human Services (HHS), Digital Support Services

Using evidence-based knowledge to drive decision-making

The project with HHS Assistant Secretary for Public Affairs includes the expansion and management of the enterprise data warehouse, a system used for reporting and data analysis that is the foundation of business intelligence of HHS' Digital Communication Office. The system serves as the central repository of integrated data from 13 disparate sources.

Social Security Administration (SSA)

Supporting digital modernization and customer experience

Bixal is using a human-centered, data-driven approach to research to assess the customer journeys of three separate transactions on MySSA.gov. Our findings will motivate users to engage with the self-service transaction feature and decrease traffic to both call and service centers.

The Federal Emergency Management Agency (FEMA)

Supporting FEMA's "Prepared Nation" plan

Bixal produced short format videos to highlight FEMA's 2018-2022 strategic plan to educate the public, build trust, and to establish confidence through transparency to all audiences. Key delivery areas include original graphic design, animation creation, animation-template development, video editing, audio editing and design, and on-location/field production.