



Services & Capabilities Catalog

Managed IT Services • Cybersecurity • ERP Consulting • AI & Automation • Cloud • Staffing

Prepared for Government Agencies & Commercial Clients

2026 Edition

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About Cendien

Empowering business through technology since 1999

Cendien is a Texas-based IT consulting, managed services, ERP, and AI firm serving state, local, and education (SLED) government agencies and commercial enterprises nationwide. For more than 25 years, we have helped organizations run, secure, modernize, and staff their most critical technology environments — from the help desk to the ERP back office to production AI platforms.

As a certified minority-owned business (NCTRCA MBE) and a certified partner of Infor, Microsoft, and Oracle, Cendien pairs enterprise-grade capability with the responsiveness of a focused, senior-led team. Every engagement is delivered by named, accountable professionals — not a rotating bench.

4,500+	40+	50+	48-hr
PUBLIC EMPLOYEES SUPPORTED	CONSULTANTS ON STATE PROGRAMS	AGENCIES & ENTITIES SERVED	REQUEST RESPONSE (RFP / RFI / RFQ)

Why Organizations Choose Cendien

- **Public-sector fluency.** Deep experience with government procurement, cooperative purchasing vehicles, FOIA-aware proposal practices, prevailing compliance requirements, and SLED budget cycles.
- **Senior-led delivery.** Engagement managers, CISSP-credentialed technical leadership, and named client success contacts on every account.
- **One partner, full stack.** Managed IT, cybersecurity, ERP, cloud, AI, and staffing under one contract — reducing vendor sprawl and accountability gaps.
- **Certified & credentialed.** Infor Certified Partner, Microsoft Certified Partner, Oracle Partner, NCTRCA MBE, and American Staffing Association member.
- **Diverse-spend impact.** MBE certification helps agencies and primes meet supplier-diversity and HUB participation goals with a proven performer.
- **Transparent commercial terms.** Published rates, firm pricing for the contract term, and no hidden pass-throughs.

Our Mission

To empower government agencies and businesses with reliable, secure, and intelligent technology — delivered with integrity, transparency, and measurable results.

Catalog Contents

1	Managed IT Services	Full-service IT operations, help desk, NOC, endpoint management, and SLAs
2	Cybersecurity Services	MDR, vCISO, assessments, and grant-funded security programs
3	ERP Consulting & Managed Services	Infor, Microsoft, Oracle, PeopleSoft, and Workday practices
4	AI & Intelligent Automation	AI strategy, agents, Copilot enablement, and custom AI platforms
5	Cloud & Infrastructure Services	Microsoft 365, Azure, AWS, and Google Cloud
6	IT Staffing & Workforce Solutions	Staff augmentation, direct hire, and managed teams
7	Project Management & IT Advisory	PMO services, assessments, and strategic planning
8	Industries Served	SLED, healthcare, transit, utilities, and commercial
9	Certifications & Contract Vehicles	Credentials and how to buy compliantly
10	Engage With Us	Engagement process, ways to buy, and contact directory

Flexible Contracting

Every service in this catalog is available as a fixed-fee project, a monthly managed service, hourly time & materials, or a staff-augmentation engagement — and through cooperative purchasing vehicles where applicable. See Section 10 for how to engage.

1 | Managed IT Services

Reliable, responsive IT operations — delivered as a predictable monthly service

Cendien operates as a full-service IT department or a co-managed extension of internal staff. We support city governments, utility districts, transit authorities, school systems, and commercial clients with defined SLAs, named engineers, and transparent monthly reporting.

Service Desk & End-User Support	Infrastructure & Network Operations
• U.S.-based help desk with phone, email, and portal intake • Tiered support (L1–L3) with defined SLA response targets • Endpoint provisioning, imaging, and lifecycle management • Onboarding / offboarding and identity administration • On-site support scheduling for critical facilities	• 24x7 monitoring and alerting (servers, network, cloud) • Patch management and vulnerability remediation • Backup administration, testing, and disaster recovery • Firewall, switch, wireless, and VPN management • Microsoft 365 / Entra ID tenant administration

Standard SLA Response Framework

Priority	Definition	Response Target	Update Cadence
P1 — Critical	Organization-wide outage or security incident	15 minutes	Hourly until resolved
P2 — High	Department or site-level disruption	1 hour	Every 4 business hours
P3 — Normal	Single-user issue with workaround	4 business hours	Daily
P4 — Request	Moves, adds, changes, and questions	1 business day	At completion

Governance & Reporting	Typical Environments
• Monthly service reviews with KPI and SLA scorecards • Asset inventory and warranty tracking • IT budgeting and technology roadmap planning • Vendor and ISP liaison management	• 25–500 endpoint organizations • Hybrid on-premises + Microsoft 365 / Azure environments • Multi-site municipal and district operations • Co-managed models alongside internal IT directors

Representative Engagements

Monthly managed IT services for municipal governments and special districts across Texas, Louisiana, and Michigan — including full help desk, NOC, security stack, and vCIO advisory for environments of 100–200 endpoints.

2 | Cybersecurity Services

Defense-in-depth security programs sized for public agencies and mid-market enterprises

Cendien designs, implements, and operates layered security programs aligned to NIST CSF, CIS Controls, and state and federal grant requirements. We deliver both fully managed security operations and targeted assessments and remediation projects.

Managed Detection & Response	Assessments & Compliance
• 24x7 MDR with SOC-backed triage and response • Endpoint detection & response (SentinelOne and comparable EDR) • Email security, phishing protection, and user awareness training • SIEM / log management and alert tuning • Ransomware readiness and incident response retainers	• Security risk assessments (NIST CSF, CIS Controls) • Vulnerability scanning and penetration test coordination • CJIS, HIPAA, and PCI-aligned control reviews • Cyber insurance readiness and questionnaire support • SLCGP and grant-funded cybersecurity program delivery
Identity & Access Security	Advisory & vCISO
• MFA and conditional access rollout • Privileged access management • Entra ID / Active Directory hardening • Zero-trust architecture planning	• Fractional CISO leadership and board reporting • Security policy and incident response plan development • Tabletop exercises and continuity planning • Security roadmap with budget-phased remediation

Framework & Regulatory Alignment

Programs are mapped to the frameworks agencies are actually measured against: **NIST Cybersecurity Framework 2.0**, **CIS Critical Security Controls v8**, **CJIS Security Policy**, **HIPAA Security Rule**, **PCI DSS**, **TAC §202 (Texas agencies)**, and **SLCGP grant plan requirements**.

Grant-Aware Delivery

Cendien has scoped and delivered cybersecurity programs funded under the State and Local Cybersecurity Grant Program (SLCGP), aligning statements of work to grant milestones and reporting requirements so agencies maximize awarded funds.

3 | ERP Consulting & Managed Services

Five dedicated practices covering the leading enterprise platforms

ERP is Cendien’s founding practice. Since 1999 we have implemented, upgraded, integrated, optimized, and supported enterprise resource planning platforms for hospitals, counties, cities, transit agencies, universities, and commercial enterprises. Our consultants average 15+ years of platform-specific experience across HCM, Financials, Supply Chain, and Payroll.

Practice	Platform Coverage	Credentials
Infor / Lawson	CloudSuite (FSM, HCM, Supply Chain), Lawson S3/M3, IPA/ION integration, GHR, WFM, Birst analytics	25+ years; Infor Certified Partner since the early 2000s
Microsoft Dynamics	Dynamics 365 Finance & Operations, Business Central, Power Platform extensions	Microsoft Certified Partner
Oracle	Oracle Cloud ERP/HCM, E-Business Suite, PeopleSoft-to-Cloud transitions	Oracle Partner
PeopleSoft	FSCM, HCM, Payroll; PeopleTools upgrades; managed support and selective hosting	Dedicated senior PeopleSoft bench
Workday	HCM, Financials, Payroll, Adaptive Planning; post-go-live optimization and AMS	Public-sector Workday delivery experience

ERP Services	Delivery Models
• Implementations, upgrades, and cloud migrations • Application managed services (AMS) with blended-rate teams • Integrations, interfaces, and data conversion • Report development and analytics enablement • Health checks, optimization, and process redesign	• Fixed-fee project delivery with milestone billing • Dedicated weekly-hours managed support blocks • On-demand senior consultants (hourly) • Staff augmentation with practice-screened resumes • Advisory oversight of system-integrator programs

Healthcare ERP Depth

Cendien maintains a dedicated healthcare ERP bench supporting hospital systems and health networks on Infor CloudSuite and Workday — spanning HCM, payroll, supply chain, and financials, with managed-services blocks scaled to weekly-hours commitments.

4 | AI & Intelligent Automation

Practical, governed AI — from strategy through production deployment

Cendien builds and operates AI solutions that produce measurable outcomes for government and commercial clients: faster document processing, automated workflows, AI-assisted service delivery, and decision support. We are platform-agnostic across Microsoft, Google, AWS, Anthropic, and OpenAI ecosystems, and we design every solution with security, privacy, and public-records obligations in mind.

Our Adoption Path

1 ASSESS	2 PILOT	3 DEPLOY	4 SCALE
Readiness review, use-case inventory, and governance baseline	Scoped pilot with defined success metrics and human oversight	Production rollout with security, logging, and training	Expand use cases, measure ROI, and optimize cost

AI Strategy & Governance	AI Solution Delivery
- AI readiness assessments and use-case road-mapping - AI governance policies, acceptable-use, and risk frameworks - Data readiness, privacy, and records-retention alignment - Executive and staff AI training programs	- AI agents and digital-workforce automation for ERP workflows - Document intelligence: RFP/contract analysis, intake, summarization - Microsoft Copilot deployment and adoption programs - Retrieval-augmented knowledge bases over agency content

Automation & Integration	Representative Solutions
- Power Automate and Logic Apps workflow automation - SharePoint, Monday.com, and line-of-business integrations - API development and MCP-style AI-to-system connectors - ERP-connected automations (Infor ION/IPA, Workday, Oracle)	- AI-powered RFP analysis and proposal-support platforms - Digital Workforce agents for CloudSuite HCM, Financials & SCM - Humanitarian-sector AI decision engines (fixed-fee delivery) - Municipal AI service platforms and citizen-facing pilots

Responsible AI Commitment

Every Cendien AI engagement includes human-in-the-loop controls, audit logging, data-residency review, and transparent documentation — so agencies can adopt AI confidently within procurement, records, and security requirements.

5 | Cloud & Infrastructure Services

Licensing, migration, and management across the major cloud platforms

Cendien plans, migrates, licenses, and manages cloud environments across Microsoft 365, Azure, AWS, and Google Cloud. As a Microsoft Certified Partner with distribution relationships through Pax8, we deliver competitive licensing with the implementation and support wrapped in.

Microsoft 365 & Azure	AWS & Google Cloud
• M365 licensing (G-series and E-series) and tenant deployment • Exchange Online, SharePoint, Teams, and Intune rollouts • Azure landing zones, IaaS migrations, and cost governance • Entra ID identity architecture and security baselines • Microsoft Copilot licensing and enablement	• Workload assessments and migration planning • Serverless and container-based application hosting • Data platform and analytics services • AI/ML service integration (Bedrock, Vertex AI) • Multi-cloud and hybrid architecture design
Cloud Operations	Procurement Advantages
• Ongoing administration and monthly optimization • Backup, DR, and business continuity in the cloud • Cost monitoring, reservations, and right-sizing • Security posture management (CSPM) reviews	• Pax8-backed licensing with transparent annual pricing • Government (GCC) licensing guidance for public agencies • Cooperative purchasing availability where applicable • Single invoice for licensing plus managed services

Recent Example

Competitively awarded Microsoft 365 licensing and deployment for county road commissions and municipal agencies — annual licensing packages in the \$20K–\$125K range with migration, security configuration, and ongoing administration included.

6 | IT Staffing & Workforce Solutions

Screened technology talent — from single placements to managed teams

Cendien is an American Staffing Association member with two decades of experience placing technology professionals into government agencies, school systems, health networks, transit authorities, and utilities. We maintain curated, practice-aligned talent pools across ERP, infrastructure, development, data, cybersecurity, and project leadership roles — with responses to staffing solicitations covering 60+ job classifications.

Engagement Types	Role Categories
- Contract staff augmentation (W-2 and 1099) - Contract-to-hire and direct placement - Managed teams with Cendien delivery oversight - Payrolling and vendor-consolidation services - H-1B and immigration-compliant sponsored talent	- ERP functional & technical consultants (all five practices) - Developers: .NET, Java, Salesforce, Power Platform, web - Infrastructure, cloud, network, and security engineers - Data engineers, analysts, and BI developers - Project managers, business analysts, and scrum masters

Our Placement Process

1 INTAKE	2 SCREEN	3 SUBMIT	4 SUPPORT
Role requirements, environment, and success profile within 24 hours	Practice-lead technical interview, references, and background checks	Formatted resume book with skills matrix — typically 3–5 business days	Onboarding, performance check-ins, and replacement guarantee

Our Screening Standard	Public-Sector Staffing Experience
- Practice-lead technical interviews before submission - Reference and background verification - Skills-matched, formatted resume books by practice - Replacement guarantees on placements	- School district and university staffing contracts - Transit authority and utility IT augmentation - Health network project and PM staffing - State agency prequalified staffing vehicles

Rate Transparency

Cendien publishes clear hourly rate structures by job classification and experience tier, holding rates firm for the contract term and passing cooperative-contract discounts through to the agency.

7 | Project Management & IT Advisory

Senior leadership for complex technology initiatives

Cendien provides certified project managers, PMO services, and executive-level advisory for technology programs — whether Cendien is delivering the work or providing independent oversight of other vendors.

Project & Program Management	IT Advisory & Assessments
• PMP-credentialed project managers (hourly or dedicated) • ERP and system implementation program management • PMO stand-up, templates, and governance frameworks • Vendor and system-integrator oversight (owner's rep) • Risk, budget, and schedule management with executive reporting	• IT strategic plans and multi-year technology roadmaps • Infrastructure, application, and security assessments • RFP development and procurement support • System selection and fit-gap analysis • vCIO services for agencies without executive IT leadership

Independent & Conflict-Free

When Cendien serves in an advisory or oversight role, we maintain strict independence from implementation vendors — agencies get honest counsel with no product commissions and no hidden incentives.

8 | Industries Served

Cities & Counties

Managed IT, cybersecurity, ERP, and staffing for municipal and county governments

K-12 & Higher Education

District IT staffing, M365, security, and student-system support

Healthcare & Hospital Systems

Infor/Lawson and Workday expertise for provider organizations

Transit & Transportation

IT services and staffing for transit authorities and road commissions

Utilities & Special Districts

Water districts, housing authorities, and public utilities

Commercial & Nonprofit

Mid-market enterprises, humanitarian organizations, and NGOs

9 | Certifications, Contract Vehicles & Partnerships

Certifications & Registrations

- **NCTRCA-Certified Minority Business Enterprise (MBE)** — supporting supplier-diversity and HUB participation goals
- **SAM.gov Registered** — UEI: KLD6QM2MTNX5 • FEIN: 20-2859158
- **Infor Certified Partner** — formal partner agreement since 2017; Infor/Lawson practice since 1999
- **Microsoft Certified Partner** — M365, Azure, and Dynamics competencies
- **Oracle Partner** — Oracle Cloud and E-Business Suite
- **American Staffing Association Member**

Cooperative Purchasing & Contract Vehicles

Cendien actively participates in cooperative purchasing programs that let agencies buy quickly and compliantly, including Texas DIR, TIPS, and OMNIA Partners program opportunities, alongside direct competitive solicitations and sole-source MBE awards where permitted.

Technology & Industry Partnerships

			
			

Engagement Models & Pricing

Fixed-fee projects • Monthly managed services with SLA-backed scopes • Hourly time & materials • Dedicated weekly-hours support blocks • Staff augmentation with published classification rates. **All pricing is presented transparently with no hidden pass-throughs, and rates are held firm for the contract term.**

10 | Engage With Us

Four easy ways to start — and a team ready to respond

How an Engagement Begins

1 CONNECT	2 DISCOVER	3 PROPOSE	4 DELIVER
Call, email, or visit our website — we respond within one business day	A no-cost discovery call to understand goals, environment, and constraints	A written scope with transparent pricing, timeline, and named team	Kickoff within days of award, with an engagement manager accountable end-to-end

Ways to Buy From Cendien

Path	Best For	How It Works
Competitive solicitation	Formal RFP / RFQ / IFB / ITB procurements	Add proposals@cendien.com to your bidder lists — we respond to solicitations nationwide
Cooperative purchase	Agencies needing speed with compliance	Purchase through Texas DIR, TIPS, or OMNIA Partners program opportunities where applicable
MBE / HUB direct award	Meeting supplier-diversity goals	Sole-source or small-purchase awards to an NCTRCA-certified MBE where policy permits
Pilot engagement	Testing fit before a larger commitment	Fixed-fee assessment or scoped pilot with defined deliverables and exit criteria

Contact Directory

Need	Contact	Phone & Email
New engagements, proposals & contracts	Israel Denis, Managing Director	(214) 245-4580 • proposals@cendien.com
Managed services & support clients	Shirley Duong, Client Success Manager	(214) 245-4580 • support@cendien.com
Staffing & talent requests	Helen Bui, Senior Recruiter	(214) 245-4580 • staffing@cendien.com
Active project delivery	Leonard Zemman, Engagement Manager	(214) 245-4580 • projects@cendien.com
Invoicing & accounts	Janet Perez, Finance	(214) 245-4580 • billing@cendien.com

What to Expect When You Reach Out

Acknowledgment within one business day • 48-hour turnaround on RFI / RFQ responses • A senior person on the first call — never a sales-only handoff • A written follow-up summarizing what we heard • No-obligation scoping and budgetary estimates • References and sample deliverables on request.



Let's Put This Catalog to Work

References, sample statements of work, and detailed rate schedules are available on request.

Israel Denis, Managing Director

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