GROWTH
ACCELERATION
PARTNERS

CONSULT • DESIGN • BUILD • MODERNIZE CONSULT • DESIGN • BUILD • MODERNIZE CONSULT • DESIGN • BUILD • MODERNIZE

What is GAP?

GAP is a **consulting** and **technology services** company. We provide **custom software, data engineering** and **modernization solutions.**

What Does GAP Do?

At GAP, we **consult, design, build & modernize** software and data solutions.

We focus on revenue-generating and mission critical applications core to our clients' business.

With modernization services and AI tools, we help businesses achieve a competitive advantage through technology.

GAP Story

History
- 18 years in business (Mobilize since 1993 and Mission Data since 1996)
- Private
- Profitable
- **Woman-owned**
- Values-based
- Diverse by design
- Agile everywhere

Commitment
- **60%** of new engagement is referral or returning clients
- Avg. client engagement: **5.5 years**

People
- **550**+ engineers
- Avg. Experience: **7+ years**
- Avg. Tenure: **4+ years**
- Avg. Turnover: **<11%**
- Overall retention: **>80%**
- Strategic retention: **>97%**

Proximity
Headquarters
- Austin, Texas

Hubs
- San José, Costa Rica
- Medellín, Colombia

Spokes
- San Carlos, Costa Rica
- Lima, Perú
- Bogotá, Colombia

GAP Infrastructure

HR

- Career development plans
  - Growth cycle reviews
  - Performance-based
- Diversity training
  - Multicultural training
- Employee care
  - Integral wellness

Education

- Language skills
  - 3 full-time English teachers
- **Professional Development**
  - 13 Technical CoEs
  - GAP Academy
  - Online learning, workshops, bootcamps and more

IT

- Infrastructure – Services
- VPN and network security
- User access management
- Service desk/incident response
- Security policy
- Cloud infrastructure

Talent

- Marketing and recruiting
  Highest level talent
  - Culture fit
  - Technical test
  - English interviews
  - Bench metrics
  - Virtual bench
- Mobility – Internal Resources

Diverse by Design

- **23** countries with multicultural GAPsters
- **42%** of GAP women are in leadership roles
- **71%** of those female leaders are technical leaders
- **7 of 12** in the executive team are female
- **20s-60s** multigenerational staff

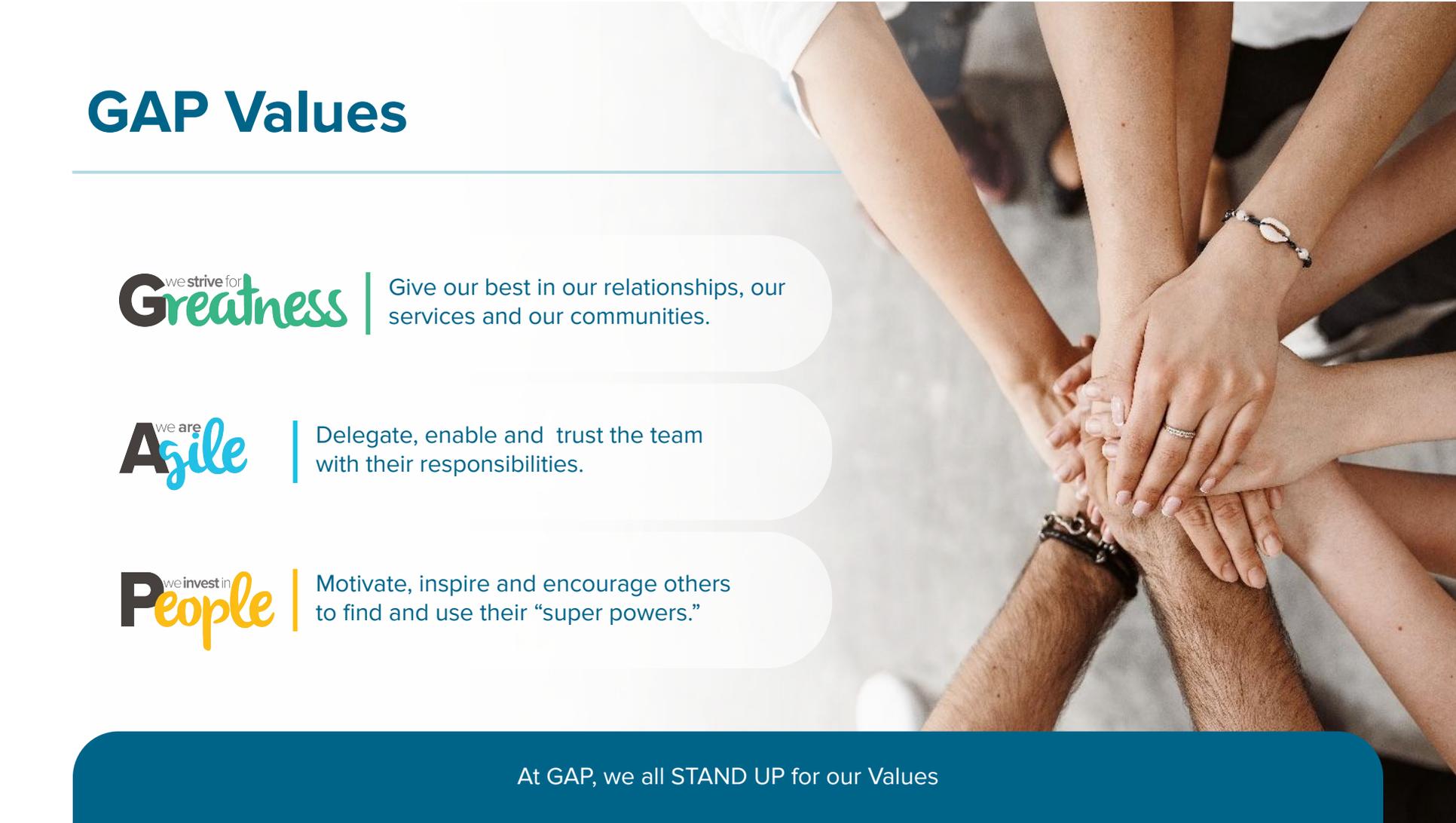We believe diversity of thought yields better outcomes

Investing in GAPsters

We hire the best talent and work hard at keeping them while supporting their growth.

- **English for Business & Clear Cube Culture**
- Multicultural and Diversity Training
- Career and Promotional Opportunities
- Wellness
- Centers of Excellence
- Social Clubs & Technical Events

GAP Values

Greatness — we strive for | Give our best in our relationships, our services and our communities.

Agile — we are | Delegate, enable and trust the team with their responsibilities.

People — we invest in | Motivate, inspire and encourage others to find and use their "super powers."

At GAP, we all STAND UP for our Values

GAP CoEs

UI/UX CoE

Product CoE

Front-End CoE

Security CoE

Mobile CoE

Cloud & DevOps CoE

Agile CoE

Leadership CoE

Back-End CoE

QA CoE

Labs

Architecture CoE

Data & AI CoE

GAP's Three Uniques

1. Breadth of Capabilities with End-to-End Services

2. Depth of Innovation and Modernization Expertise

3. Investment in People to Fuel Your Success

1. Breadth of Capabilities with End-to-End Services

GAP partners with clients to turn ideas into value, with specialized technology processes to consult, design, build and modernize for your continued success.

2. Depth of Innovation and Modernization Expertise

Go from slow and obsolete to generating revenue with cutting-edge technology. GAP is the leader in application modernization and will upgrade your legacy systems by designing for the future.

3. Investment in People to Fuel Your Success

GAP's focus on professional growth, rigorous recruitment, values and diversity spurs innovation, increases agility and creates an environment that keeps GAPsters with our company for years. Our clients benefit from our people's long tenure at GAP and ever-advancing expertise.

GAP Differentiators

GAP was founded on the promise of greatness, and delivering an exceptional client experience, every time.

Business-First Approach

Superior Teams

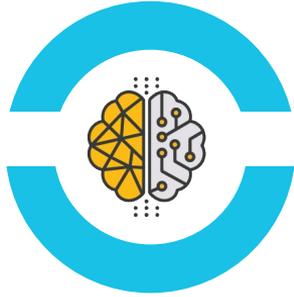Agile Everywhere

Investing in People

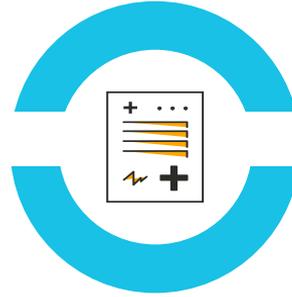The Americas Delivery Model

"Clear Cube" Communication

GROWTH ACCELERATION PARTNERS

GAP Expertise

Technology-Enabled Services Companies

SurePoint®

PE-Backed SaaS

TVC PRO-DRIVER

Healthcare

MediQuant®

Financial Services

KESTRA FINANCIAL

GAP's Engagement Model Overview

At GAP, we tailor our engagement approach to meet diverse client needs. Our three core models include:

Managed Services:
Long-term, outcome-based support ensuring continuous improvement and stability.

Project-Based Engagements:
Defined-scope initiatives with dedicated teams delivering high-impact results.
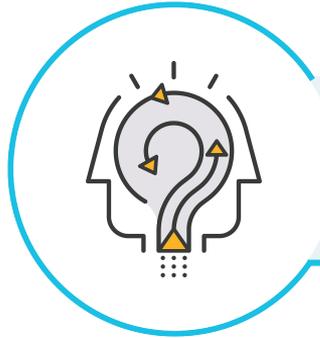
Retained Teams:
Embedded, highly skilled professionals who integrate with your in-house teams for ongoing innovation.

Each model is designed to provide scalability, efficiency and measurable value, empowering businesses to achieve their goals

GAP
OFFERINGS

GROWTH
ACCELERATION
PARTNERS

GAP Works to Consult, Design, Build & Modernize

Modernize & Mobilize
Services & Products

Software & Data Engineering
Services

Software & Data Engineering Services

Software

- UI/UX Design
- Legacy Apps
- Front-End
- Cloud Native
- Back-End API
- Mobile Apps
- Web Development
- Quality Engineering
- Platform Engineering

Data

- Data Governance
- Data Modeling
- Data Infrastructure
- Data Engineering
- Data Science
- Data as a Product
- Business Intelligence
- Data Quality Engineering
- IoT & Connected Devices

AI

- Machine Learning & AI
- Validate.ai
- AI Acceleration Workshops
- AI-Automated Data Pipeline
- Large Language Models
- AI Chatbot Testing Framework
- AI-Driven QA Accelerators

Engineering Automation

- QA Automation
- DevSecOps
- Cloud Automation
- Data Pipelines

Managed Services

- Lifecycle support
- Infrastructure Hosting

Technologies Expertise

Cloud Development

- AWS
- Azure
- GCP
- React
- Angular
- Vue.js
- JavaScript
- TypeScript
- .Net / C#
- Python
- Java
- Node.js
- PHP
- Golang
- Ruby
- Blazor

DevOps

- AWS
- Azure
- GCP
- Heroku
- Docker
- Kubernetes
- Helm
- Terraform
- Jenkins
- CircleCI
- Github Actions
- GitLab CI/CD
- Ansible
- Bash
- Powershell

Analytics

- Snowflake
- Databricks
- Hadoop
- Spark
- SQL
- MongoDB
- Python
- R
- Pandas
- Tensorflow
- Transformers
- H20
- Langchain
- PowerBI
- Tableau

QA Automation

- Cypress
- Jest
- Mocha
- Selenium
- Playwright
- WebDriverIO
- TestNG
- Appium
- Postman
- Browserstack
- Saucelabs
- Python
- Applitools eyes
- Percy

Mobile

- iOS
- Swift
- Android
- Kotlin
- Flutter
- React Native
- Maui

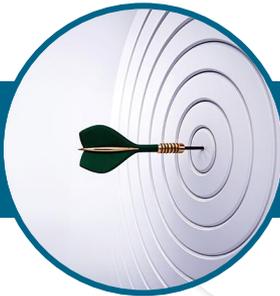## AI Tools

- Snowflake
- Databricks
- Hadoop
- Spark
- SQL
- MongoDB
- Python
- R
- Pandas
- Tensorflow
- Transformers
- H20
- Langchain
- PowerBI
- Tableau
- SQL
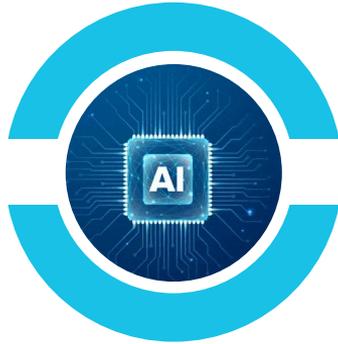- Mongo

S&DE Success Story: APR

The Challenge:
- Advertising Production Resources (APR) has an ACERO Video Production Cost management platform that was performing poorly and difficult to upgrade. They had zero visibility into the technical aspects of it, as it had been developed and solely managed by a former APR employee.
- APR was experiencing high turnover in their client-facing Analyst role due to the poor performance of the ACERO platform and the amount of data cleaning needed to deliver basic insights.
- APR hired GAP to evaluate the platform and make recommendations for upgrades or expansion.

The Results:
- GAP's Technology Advisory Services (TAS) conducted a deep dive into the code base of the application and discovered several major areas that needed to be fixed.
- APR then hired GAP to fix and upgrade the ACERO platform, both on the back-end and front-end.
- The GAP team has now been on the project for two years, and the APR Analyst response has been "fantastic" per APR management: "GAP saved our bacon and been an invaluable partner."

AI Strategy: Three Pillars

GAP Internal

Leverage AI in GAP's internal digital transformation journey

GAP Engineering

Embed AI in GAP's engineering and delivery services

GAP Clients

Help clients develop and implement a cohesive AI strategy

INNOVATION · PRODUCTIVITY · QUALITY

Validate.ai

Turn AI potential into measurable business outcomes, identifying proof of concept use cases tailored to specific objectives and demonstrating ROI before significant investment.

Reduce Risk:
Evaluate AI solutions in a controlled environment to ensure tech viability and compatibility before a big investment.

Show Real Value:
Demonstrate business impact and ROI with real numbers, accelerating approvals and resource allocation.

Smoother Implementation:
Find and fix problems early, leading to better planning, more accurate budgets, and faster rollout.

Build Team Capabilities:
Give staff and decision-makers hands-on experience, identify training and hiring needs, and build a culture of confidence.

Prove First, Scale Fast: AI Without the Guesswork

AI Acceleration Workshops

Transform business challenges into AI opportunities with hands-on guidance from industry experts to help you identify, plan, and implement AI solutions tailored to your organization's unique needs.

Align on Goals:
Drive organizational clarity and purpose for AI initiatives by defining scope, identifying core business objectives, and establishing clear success criteria.

Create a Clear AI Roadmap:
Accelerate decision-making to identify challenges, drive consensus on priorities, and create a detailed action plan with measurable efficiency targets.

Guide AI Enablement:
Equip your team with the tools, methodologies, and best practices needed to implement AI solutions, scale delivery, and optimize processes.

Build Organizational Buy-In:
Bring key stakeholders together in a structured, collaborative setting to solve real business problems and deliver better results.

Establish. Identify. Enable: Accelerate AI Transformation

AI-Automated Data Pipelines

Improve data integration, replacing complex coding and manual processes with intelligent automation that delivers higher quality data faster, at lower cost, and with unprecedented scalability.

Accelerate Decision Making:
Increase efficiency and reduce the time from raw data to business insights through intelligent automation and optimized data workflows.

Seamless Integration + Security:
Adapt quickly to changing data sources, and ensure smooth integration across systems and enhance data privacy, security and compliance.

Enterprise-Grade Reliability:
Build mission-critical data pipelines with built-in monitoring, error handling and recovery capabilities to ensure business continuity and reliable insights.

Custom Solutions:
Unlike one-size-fits-all ETL platforms, GAP builds tailored data pipelines that address your specific business requirements and technical environment.

From Data Chaos to Clarity with AI

AI Chatbot and QA Accelerators

GAP's AI solutions optimize chatbot interactions and streamline quality assurance with intelligent automation.

AI Chatbot Testing Framework

- **Automated Testing:** Identify and fix chatbot issues efficiently.
- **Real-World Simulations:** Test responses with diverse inputs.
- **Accuracy & Consistency:** Improve chatbot reliability.
- **Performance Optimization:** Enhance chatbot speed and efficiency.

GAP AI-Driven QA Accelerators

- **Automated Defect Detection:** AI pinpoints code and UI issues.
- **Enhanced Test Coverage:** Broaden test scenarios.
- **Faster Testing Cycles:** Accelerate software testing.
- **Predictive Analytics:** Prevent defects before they occur.