



CAPABILITY STATEMENT

Melden Tech, LLC - Melanie Oates

Set asides: WOSB, SBR (Maryland)

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www.meldentech.com

Melden Tech specializes in implementing automation, AI systems, and digital infrastructure that streamline operations, enhance data efficiency, and improve client communication for small businesses, nonprofits, and government organizations.

CORE SERVICES

- Business Process Automation and Workflow Optimization
- CRM, ERP, and Project Management System Setup
- AI Chatbots and Voice Agent Development
- Web Design, Funnel Development, and Data Capture Systems
- Technical Consulting, Staff Training, and Systems Documentation

DIFFERENTIATORS

- **Proven 15+ Years of Technical Expertise:** Led by a Computer Scientist with experience supporting over 40 software systems across government and enterprise organizations.
- **The S.I.M.P.L.E. Clients™ Framework:** A proprietary 6-phase model that systematizes client and citizen journeys for predictable outcomes and time savings.
- **Efficiency and Cost Savings:** Our solutions routinely save clients 10+ hours per week through automated processes and AI optimization.
- **Cross-Sector Experience:** Supporting higher education, workforce development, and public service organizations with scalable technology solutions.
- **Empathy-Driven Support:** Combining technical excellence with user-friendly onboarding and training for diverse teams.

PAST PERFORMANCE

Xavier University of Louisiana (XULA)

Contact: Joel Munza, VP of Enrollment Management

Email: jmunza@xula.edu

- Scope of work: Directed system operations for the Office of Enrollment Management, implementing automation across CRM, scheduling, and student communication platforms.

Brown Transformations Consulting

Contact: Dr. Michelle Brown, CEO

Email: drbrown@btctransform.com

- Scope of work: Developed a ScoreApp assessment system and automated onboarding, improving lead conversion and client intake efficiency by 40%.

Thrive Center of Maryland (DDA Provider)

Contact: Melisa Wilson, Director

Email: info@thrivecentermaryland.com

- Scope of work: Designed and launched a full website and data management system for family and client support programs.

NAICS CODES

- 541511 Custom Computer Programming Services
- 541512 Computer Systems Design Services
- 541513 Computer Facilities Management Services
- 541519 Other Computer Related Services
- 541611 Administrative & Management Consulting Services
- 541430 Graphic Design Services
- 541618 Other Management Consulting Services
- 611420 Computer Training



"AT MELDEN TECH, WE DELIVER TECHNOLOGY THAT SAVES TIME, ENHANCES SERVICE, AND DRIVES RESULTS."