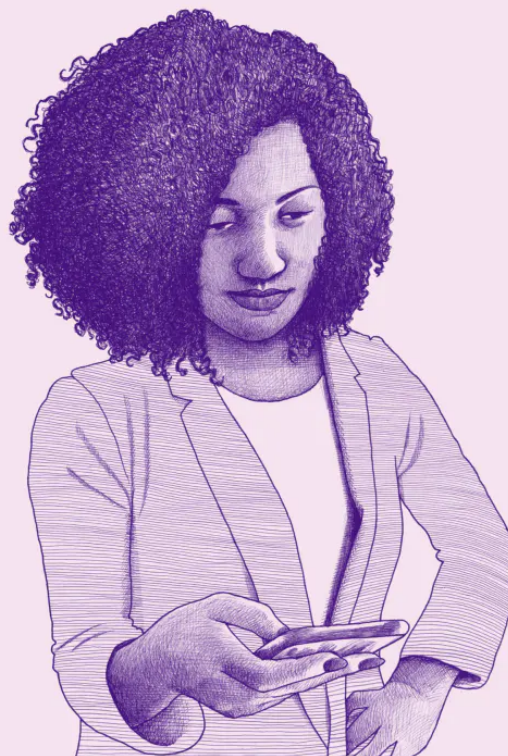


Services

Nava delivers modern digital services people trust



A trusted partner

Since 2013, federal, state, and local government agencies have trusted Nava to solve some of the most complex and highly scrutinized technology modernization efforts. We guide agencies constrained by legacy systems to a future with sharp user experiences built on secure, reliable, and fault-tolerant cloud infrastructure.



Nava spun up 25 products and enhancement teams and went heads-down to get it done in a year. That shows their commitment and their value.

Tony Fantasia, Chief Information Officer at the Massachusetts Executive Office of Labor and Workforce Development

What we do



De-risk and build confidently

We proactively identify and mitigate risks throughout the agile development process, so you know we'll build the right thing, on time and on budget.

[See how](#)



Deliver award-winning experiences

Testing and learning with real users through equitable recruitment, usability studies, and prototyping ensures that what we build meets people's needs.

[See how](#)



Align technology with policy

Our product and policy experts partner with you to ensure that the technology we build supports policy and its intended outcomes.

[See how](#)

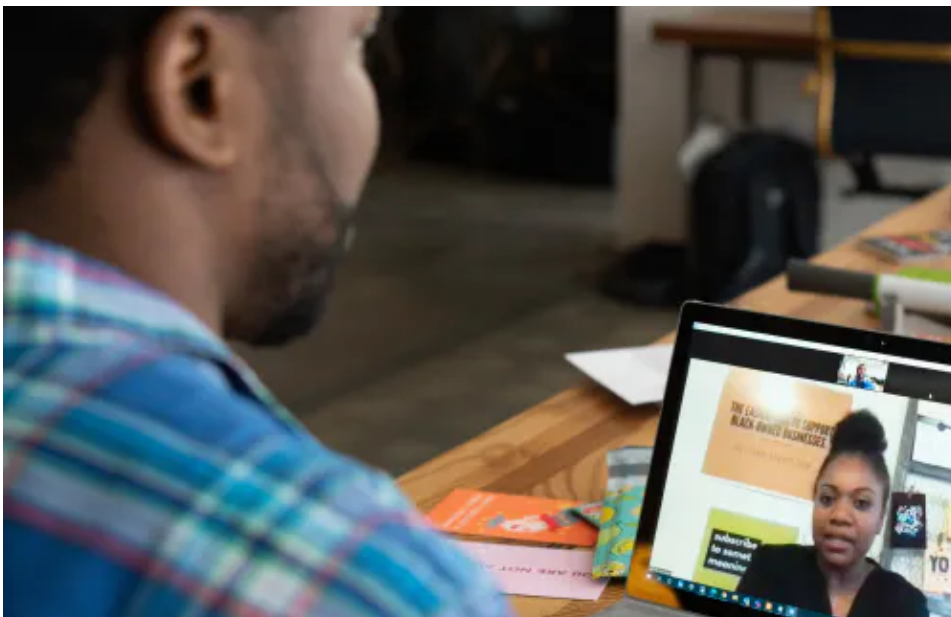




Meet and exceed target outcomes

Our expert staff think holistically about what we build to ensure that technology improves access to services, reduces staff burden, and builds public trust – often beyond expectations.

[See how](#)





Continuously respond to change

Whether you need to replace legacy systems or deliver all new digital services, Nava has a track record of helping agencies become more adaptable and resilient.

[See how](#)

How we do it

Engineering

Services

Modern software development, DevSecOps, scalable cloud infrastructure, and efficient IT operations

We build secure cloud systems that enable agencies to scale and innovate quickly, delivering better services to their teams and the public.

Capabilities



Architect and build highly availability, large scale applications and data pipelines



Build developer-friendly, well-documented APIs that promote long-term flexibility



and wrap legacy systems



End-to-end DevSecOps and site reliability expertise, including CI/CD, automated testing, observability, and infrastructure-as-code



World-class security engineering and information assurance expertise for open source software



Robust IT Service Management (ITSM), IT operations, and cloud migration for all major cloud platforms

Design

Services

Human-centered design, research, and content strategy

We deliver unified and equitable experiences that put the user first, turning complex requirements into simple and accessible digital experiences.

Capabilities



Map core processes with service design and process blueprinting



Design well-organized, plain language content to create clarity and earn trust



Conduct user research to ensure that digital experiences are designed to truly meet user needs



Launch rapid prototypes, conduct usability testing, and track customer experience analytics to build in a collaborative, iterative way

Product management

Services

Data-informed strategy, roadmaps, and execution to achieve user and business goals

We help agencies build clarity and alignment on their strategic objectives and translate long-term planning into execution.

Capabilities



Lead agile delivery teams through the product development cycle



Integrate policy expertise with technical considerations to improve program outcomes on time and on budget



Build and execute against a product roadmap across software development, policy, design, outreach, and other teams



Integrate user and stakeholder feedback with emerging market trends to continuously derisk future investments



Analyze quantitative and qualitative data to inform future priorities and iterations

Agile delivery and project management

Services

Rapid value delivery and de-risking incremental digital transformation at scale

We help you effectively manage large-scale digital transformation initiatives through continuous value delivery and proactive risk management.

Capabilities



Evangelize, model and coach teams and clients in Agile, DevOps and Lean methodologies



Define, build, and release a continuous flow of valuable products and services



Mitigate risk to ensure projects thrive in dynamic, multi-vendor environments

Strategic consulting

Services

Expertise to help you drive transformational change

We bring broad and deep experiences at all levels of government to make change happen.

Capabilities



Support your longterm planning by clarifying your vision, mission, and success criteria



Build and launch pilots that allow you to identify leverage points and incrementally move towards better service experiences



Train and empower your staff to own and deliver modern, human-centered products

Contract vehicles and certifications

CONTRACT VEHICLES AND CERTIFICATIONS

Nava is on several federal and state vehicles:

- GSA Schedule 70 (#47QTCA18Doo8M)
- Medicare Payment Systems Modernization BPA (#75FCMC19Aoo1o)
- Veterans Affairs T4NG
- California Multiple Award Schedule
- Colorado Agile Vendor Pool
- Nebraska Agile Vendor Pool
- Vermont IT Retainer Pool
- Washington ITPS

We're a small, minority-owned business, certified as a Minority-Owned Business Enterprise with the City of New York and a Minority Business Enterprise with the Commonwealth of Massachusetts.

Partner with us

Let's talk about what we can build together.

[Get in touch](#)





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Toolkits

Insights

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Diversity, equity, and inclusion

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