INSPIRED
BY PROGRESS

POWERED
BY PEOPLE
As LMI celebrates its 55th year in the business of improving government management, our performance remains strong and our impact has become more meaningful than ever. In 2016, we had some big wins—most notably, a nearly $60 million contract with the U.S. Army, one of our oldest clients, for program support and services. This is a testament to and a mark of the positive long-term relationships we regularly build with our clients.

With an eye on our horizon, LMI has invested heavily in our business development program. Our newly updated strategic plan includes mergers and acquisition activities as a vehicle for growth, and in 2016, we made a significant strategic move in our purchase of FourWinds. The acquisition, which nearly doubled the size of LMI’s intelligence team, enables us to expand our capabilities—and potential business—in the intelligence community.

While strategic moves like these continue to build momentum for the company, LMI’s real driving force is its people. LMIers give their all on every client engagement, and they give just as much outside of work, too. As an example, for nearly three decades, LMI employees have organized an annual charity potluck for Children’s National Health System. What began as a simple, selfless gift of time and energy has raised more than $200,000 since the LMI tradition began.

It’s this type of commitment—to give the very best of ourselves in all that we do—that sets LMI apart. And it’s why our clients show continued confidence in the support, guidance, and quality results that LMIers bring to them.

LETTER FROM THE CHAIRMAN

As LMI celebrates a special milestone in 2016: our 55th year of improving the management of government. Our remarkable history has been built by even more remarkable people, who come to work each day inspired to make a difference. One such person is a treasure. LMI is home to more than 1,200 of them. This report tells a few of their stories. Of Deb Hagstrom, who picked up her father’s mantle to help USTRANSCOM smartly align planning across the many groups that rely on its support (page 11). Of the LMI people who assisted the U.S. Merchant Marine Academy in charting a path to a safe, respectful environment for all of its midshipmen (page 15). Of Scott Welch and the LMI team at the Army Enterprise Systems Integration Program whose work is buying back valuable planning time for commanders (page 17).

I've been privileged to work alongside these and so many other incredible LMIers. But 2016 marked a special personal milestone for me as well: my last full year at the helm of the company. Looking back on these past 8 years, I feel deep gratitude to my colleagues for the success they have created for LMI. We’ve grown—revenues, market presence, and reputation—and it has always been from our individual commitment to the mission. Because whenever change comes, LMI’s foundation—one inspired by progress and powered by people—always remains constant.

Michael Daniels
Chairman of the Board of Directors

LETTER FROM THE CEO

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Nelson Ford
President and CEO
2016 HIGHLIGHTS

55 YEARS OF SERVICE
LMI joyously celebrated 55 years of service by investing in LMIers and their communities. To start, LMI provided five $10,000 scholarships for the Student Veterans of America, as well as developing LMI’s first-ever employee volunteer incentive program by giving each employee 5.5 hours of paid leave. And last but not least, LMI is chronicling the remarkable impact the company and its employees have had on our nation over the last 55 years by launching a campaign to tell 55 stories of service. www.lmi.org/55years

INVESTING IN GROWTH
On September 1, 2016, LMI announced the acquisition of FourWinds to expand intelligence community service offerings. Doubling the size of LMI’s intelligence team has enabled us to expand our capabilities and influence in the intelligence community while continuing to provide the same mission-driven service to government.

SUPPORTING WARFIGHTERS
For the third year in a row, the LMI team is proud to work with the U.S. Army under the Program Executive Office Enterprise Information Systems Program Management Support Services indefinite delivery/indefinite quantity contract. Providing transformative information technology services and solutions, LMI brings world-class expertise and support services to meet mission requirements and challenges.

COMMITTED TO GLOBAL HEALTH
At the Global Health 2030 Symposium, LMI brought experts, academics, and practitioners together to improve global health delivery. On October 19, 2016, LMI hosted the health delivery symposium—focused on the intersection of climate change, fragility, and workforce development—by showcasing cutting-edge research, prominent speakers, and discussion of future forecasting tools. www.gh2030.com

MAKING AN IMPACT
LMI’s corporate social responsibility philosophy focuses on being as committed to our communities as we are to our clients. We are involved in a multitude of organizations, activities, and leadership programs. From holding blood drives for the Red Cross, to potluck fundraisers for Children’s National Health System, to supporting Wreaths Across America for fallen veterans, LMI is making an impact through action. We are proud to have raised more than $200,000 for Children’s National Health System, as well as $90,000 in support of the USO Warrior and Family Centers plus their veteran transition programs.

Setting the Standard
For the seventh year in a row, LMI has been voted a Best for Vets employer by the Military Times. The Best for Vets list spotlights companies that focus on supporting veterans and service members through company culture, policies, and recruiting. Beyond military support, LMI was recognized as a technology leader by placing 85th on Washington Technology’s 2016 Top 100 list, and was named the Kenyan American Chamber of Commerce’s Company of the Month in January 2016.
ADVANCING USTRANSCOM
Merging Global Connection with Personal Dedication

One of America’s strongest advantages is the ability to support a variety of tasks and objectives around the world. From humanitarian missions to military operations, people expect and count on the United States to get people and materiel across the globe, when and where they are needed.

The United States Transportation Command (USTRANSCOM) enables this capability as the single manager of America’s global defense transportation system. It proudly provides “the most responsive strategic mobility capability the world has ever seen.”

But like all supply chains, USTRANSCOM’s global distribution network must continually be assessed, upgraded, and enhanced to maintain global connectivity.

Since 2010, LMI has conducted all of USTRANSCOM’s Future Deployment and Distribution Assessments—thoughtful analyses of USTRANSCOM’s deployment and distribution capabilities and how to further develop them. Our work in this area has won awards and been described as “the gold standard” for assessing the future of the Joint Deployment and Distribution Enterprise.

As USTRANSCOM evolves into a more agile, scalable, and resilient global distribution network, it has once again enlisted LMI’s support. Outside of USTRANSCOM, distribution networks in support of geographical combatant commanders have largely been regionally focused, not always accounting for potential effects or the competing priorities of other combatant commanders’ operations. For example, rapid movement of people and materiel to one location may require transportation through distribution networks in other theaters. LMI is helping USTRANSCOM with its global distribution planning and coordination to enhance responsiveness, resolve gaps, and account for competing demands on strategic transportation assets to make this possible.

With USTRANSCOM synchronizing global distribution planning across many groups, LMI is bringing together members of the Department of Defense’s global distribution community of interest (combatant commands, services, and agencies) to identify issues, capture ideas, develop resolution plans, and assign responsibility for getting things done. Our project team is building on deep personal experience with USTRANSCOM to take the base campaign plan for global distribution and enhance it greatly beyond issue resolution and documentation, into joint capability development and far deeper alignment across combatant commander plans.

Doug VanWiggeren, a senior consultant in our Transportation and Distribution group, has 35 years of logistics experience—12 of them with USTRANSCOM. He knows firsthand the business processes that must be done flawlessly for USTRANSCOM to perform well—and what it will take to progress. “Logistics is not glorious. But every supply chain can always be improved to increase operational effectiveness and mitigate future challenges,” he says.

When disparate players come together at the annual Global Distribution Synchronization Seminar that LMI facilitates, VanWiggeren says many find the experience to be an eye opener. They see their different missions and backgrounds in relationship to each other and form a true community of interest to support the vital global distribution work USTRANSCOM does every day. They also recognize the issues they all face, forging common ground for brokering consensus solutions. The conflicts at times are unavoidable. But LMI’s work brings opposing views into agreement so that USTRANSCOM continues its forward momentum.

“I saw an opportunity to support a great mission and help it work better.”
—Doug VanWiggeren
Merging Global Connection with Personal Dedication

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IGNITING VIRGINIA’S ECONOMY
Launching the Commonwealth’s UAS Industry

When Virginia Governor Terry McAuliffe signed Executive Order 43 in 2015, he set an unabashedly ambitious goal: “To make this Commonwealth the world’s leader in unmanned systems and seize the enormous economic opportunities that accompany growing this industry.”

LMI, with our years of experience studying unmanned aerial systems (UAS) for NASA, eagerly seized the opportunity to apply our expertise to developing a strategy for capitalizing on the tremendous economic potential of UAS for the Commonwealth.

In the relatively short life of UAS, their use has exploded well beyond “dull, dirty, dangerous” missions (such as war zone surveillance) to applications that will soon touch most of our everyday lives. While the news already talks about aerial package delivery, UAS also have a place on construction sites, potentially saving lives by allowing remote inspections. They will increase crop yields by crop-dusting small or hard-to-reach plots, such as those on hills (wine grapes and coffee) or those close to cities and power lines. And UAS already have given rise to entirely new forms of recreation: in just the past year, for example, the Drone Racing League signed agreements with ESPN and other sports media companies to broadcast futuristic high-speed races to tens of millions of viewers around the world.

With so many applications just beginning to unfold, UAS should remain a growth market for decades. By establishing the industry’s core in Virginia, the Commonwealth hopes to revitalize areas suffering from the loss of coal mining, tobacco farming, and other traditional industries and to promote far-reaching prosperity and economic resilience. However, securing Virginia’s industry leadership—particularly among tough competition from other states—will be no easy task.

Bob Beach, UAS project leader, explains, “I remember my first day on the project, walking into Shahab Hasan’s [the program director’s] office and saying, ‘This is gonna be a toughie.’ And Shahab said, ‘Those are the ones that are fun!’”

What made this project so complicated was its many layers. On the one hand, it had all the excitement that goes along with a “world-is-your-oyster” type of visioning project; on the other hand, it meant the LMI team had to figure out every relevant aspect. There were conceptual challenges and quantitative ones—and behind it all was the knowledge that our work would affect real people whose ability to grab hold of these potential jobs may depend on how well we did our own.

There was urgency, too, as Virginia wanted to gain an early-mover advantage. LMI quickly assembled an A-team. Among this group, we had several engineers, as well as people who held advanced degrees in economics, finance, business management, and analytics.

Through extensive research and benchmarking, facilitated roundtables with representatives from 83 academic, business, and government organizations in four different regions; and extensive, structured data analysis, we developed a detailed plan that included the staffing, costs, and timeline for setting up a virtual Center of Excellence (CoE). This CoE would become the focal point for UAS marketing and outreach, stimulating entrepreneurism and university innovation, and coordinating financial and intellectual resources across the Commonwealth.

Since we submitted the plan to the Commonwealth’s secretary of technology, support for it has rapidly gained momentum. Jon Selby, special advisor in the Office of the Secretary of Technology, commented, “Thanks for putting all the hard work into this and I am sure Secretary Jackson will be pleased … we plan for this to be very successful and spurring entrepreneur growth for UAS across the Commonwealth.”

“We were hired for our UAS and economic expertise,” Beach says. “But there was a third area as well—our consulting expertise. Getting this right was all about sound management and sound consulting.”
When Virginia Governor Terry McAuliffe signed Executive Order 43 in 2015, he set an unabashedly ambitious goal: “To make Virginia the leader in unmanned aerial systems (UAS) for NASA, or those close to cities and power lines. And UAS already have given rise to entirely new forms of recreation: in just the past year, for example, the Drone Racing League signed agreements with ESPN and other sports management and sound consulting.”

While every member of the LMI UAS economic plan team has a background in mathematics, what unites them is a passion for aviation. Beach and Hasan’s childhood dreams of becoming pilots were eventually sidelined, but they never lost the love for aviation. And today? “My family has several drones,” Hasan jokes. “We fly often and crash more often!” Beach’s family does not yet own a drone. “I have three little daughters and we are still in the kite-flying stage. They are a little cheaper to replace.” Virginia Stouffer, LMI’s UAS plan program manager, does in fact have her pilot’s license and is working on her commercial drone pilot license, too. And she also has more than 20 years of experience as an electrical engineer.

Beach sums it up this way: “Don’t be fooled—our experience is hidden by our youthful appearance!”
SUPPORTING USMMA
Giving Voice to Needed Change

The U.S. Merchant Marine Academy (USMMA or Academy), one of five federal service academies, falls under the purview of the Maritime Administration (MARAD) at the Department of Transportation (DOT). Unique to USMMA is its Sea Year program, during which student midshipmen obtain hands-on training and experience aboard U.S. military or commercial shipping vessels. In June 2016, the Middle States Commission on Higher Education (MSCHE) warned the Academy that its accreditation as a degree-granting institution was at risk, citing persistent incidents of sexual harassment and sexual assault on campus. Following the MSCHE’s report, then-DOT Secretary Anthony Foxx directed the Academy to stand down its Sea Year program on commercial vessels and order a study.

Before determining how to best address the issues, DOT needed a thorough understanding of the root causes and underlying culture issues that might be contributing factors. As such, rapid and decisive action, beginning with a culture audit, was imperative to start building a climate of mutual respect and trust. Right from the start, LMI understood the tremendous urgency to get the work done and get it done right. “In my experience, I have never seen as quick and direct an impact from a study, translating immediately into action,” said Dave Bertrand, an analytics expert with a background of 20 years in the military.

To meet USMMA’s 60-day deadline, LMI needed a team of people who were experts in their fields, who could manage the interviews with great sensitivity, analyze and synthesize the data, and package the results into a clear and comprehensive report. And to ensure faith in our findings, we would have to take a holistic approach that gathered all stakeholders’ perspectives in an unbiased way—because we heard different views on the issues. We brought in experts on culture and change management and recognized authorities on sexual harassment and assault prevention and response. Several of our team members had worked with the U.S. Army’s Sexual Harassment and Response Program. One had served as a director for a non-profit organization that provided technical assistance to sexual assault prevention and response programs in New Jersey before joining LMI. The team also included a USMMA alumnus, as well as numerous analysts who reviewed literature and best practices to develop our interview questions; collected data and ensured it was complete, relevant, and correct; and applied multiple analysis techniques to garner results. One of the techniques, an ingenious sentiment analysis, matched vocabulary from interviews to a negative or positive sentiment score based on Affective Norms for English Words—a standard in studies of emotion and attention.

Within a week of LMI being awarded the work, we began conducting our first interviews. Although we launched with a designed process in place, we remained open to new sources of information for the duration of the contract. For example, we began with a set target of approximately 80 interviews but eventually conducted twice that amount because so many people approached us to tell their stories. To get a feel for a midshipman’s living conditions and experiences aboard, we toured commercial vessels used in the program and interviewed their captains and crews about the challenges of living at sea for long stretches. We also interviewed USMMA leaders, faculty and staff members, and alumni to gather their perspectives.

The complexity, the short timeframe, and the call to be exhaustive meant the project became an all-hands-on-deck effort, with LMIers working around the clock for the better part of 8 weeks. Yet, from the program director down to the editorial and production staff of the final deliverable, everyone involved drew their energy from the opportunity to directly affect people’s lives. LMI people knew we had to get this right. Bertrand explained, “The reason I work at LMI is for projects like this. These are the projects that truly improve people’s lives.”

Our recommendations for aligning leadership behind a unified message, developing a comprehensive prevention and response campaign, and establishing a Sea Year credentialing program to preserve the value of hands-on experience while ensuring its safety were highly praised by DOT leaders, including DOT’s Office of the Secretary and Office of Civil Rights.

Now, as DOT, MARAD, and USMMA take the next steps toward repairing and rebuilding a culture of trust at the Academy, LMI has begun applying the insights we gained to help other federal clients facing similar challenges.

“Seeing the issues these young people were facing really kept me going. There was importance in this outcome.” —Bob Malloy

| 930 | Total enrollment at USMMA |
| 162 | Interviews across DOT, MARAD, USMMA, and industry |
| 60 Days to complete 100+ page culture audit |
“In the roundtables, there were success stories that framed an inclusive solution. What we developed for Virginia really hits home.”

—Bob Beach

SUPPORTING USMMA
Giving Voice to Needed Change

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Integrating 40,000 separate databases that have little to no standardization, data interfaces, or connection with financials into a single, enterprise-wide system that provides consistent, timely, and actionable information is no easy feat for any organization. Yet, that’s exactly the task the U.S. Army undertook with its Army Enterprise Systems Integration Program (AESIP) and its subordinate programs: the Logistics Modernization Program and Global Combat Support System–Army (GCSS-A).

It’s a monumental endeavor driven by an ambitious vision of business modernization: when complete, AESIP will have transformed Army data management, logistics, and financial processes through enterprise resource planning. The Army’s approach since the beginning has been thoughtful, methodical, incremental—and diligently assisted by LMI. LMI has provided program management support and services to GCSS-A and AESIP every step of the way. For more than 15 years, our work has covered the spectrum: strategic planning, acquisition, technical design and testing, fielding and sustaining support, and SAP functional expertise to help the program leverage industry best business practices and lessons learned. Two years ago, we supported the successful deployment and fielding of GCSS-A, Increment 1. In 2016, we moved into Increment 2, a transition affecting the aviation community, prepositioned stock, and billions of dollars of materiel.

It is difficult to overstate the impact of AESIP. While the practice of manually moving from system to system to keep track of the supply chain had been the norm for years, the younger generation of the Army workforce will grow up in a user-friendly, integrated environment. It will bring the financials associated with maintaining equipment and supplies into clear view for greater accountability. Even more important, it will buy back crucial time for commanders and give them near real-time status of equipment readiness. Leaders at all levels—company, brigade, division, and Army headquarters—will get answers to highly tailored questions in minutes rather than days, so they can make better decisions faster. That transforms readiness. As big as the scope and impact of LMI’s work on AESIP is, our motivation to help is even bigger.

Scott Welch, program director, explains, “So many people on the LMI team were either in the military, or have spouses, friends, or children in the military right now. We are here because we realize what’s at stake for so many people we know and love who are still in the service, and who in the end are going to be using this system.” Caron Ward, program director, echoes that point of view. “All across the government today there is a need to improve infrastructure,” she says. “But really, this is about supporting the soldier on the ground. We are providing our military commanders with the best tools—not just the best weapons, but also the best systems and information they need to do their jobs every day.”

“The size and complexity are beyond anything I’ve ever seen. It’s astounding how complex—and successful—AESIP has been.”

—Caron Ward
“Seeing the issues these young people were facing really kept me going. There was importance in this outcome.”
—Bob Malloy

INTEGRATING ARMY LOGISTICS
Linking Accountability and Readiness

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—Scott Welch of his experience with AESIP

Seeing the transformation and convergence of Army legacy systems into the enterprise system, Welch and the LMI AESIP team understood the impact of their work—Army readiness. “With every single unit in the Army going through this conversion process, we had to ensure their readiness. From the soldier on the ground, to the equipment on their backs, to the data systems they used to stay connected around the world, our work directly supported Army readiness.”

For forward compatibility with legacy systems was paramount, says Welch, and failure at those points of crossover could not happen. “LMI performed rigorous testing and worked closely with the combat developer to validate that the functional-capabilities were delivered. LMI really has been the common thread developer to validate that the functional-capabilities were delivered. LMI really has been the common thread running through the program. Leaders may change, and we may go through different increments, but LMI is always bringing the institutional knowledge and lessons learned into the way through the process.”

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Jessica Gottesman earned a Bachelor of Arts in political science and a Bachelor of Music in violin performance from Northwestern University, as well as a Master of Public Policy from the University of Maryland School of Public Policy. She joined LMI as a public policy fellow (PF) in 2016.

What interests you about the public mission?

I originally thought that I wanted to go to med school, but during my junior year in college, I worked in a clinic in South Africa for 3 months as part of my minor in global health. That’s when I discovered I was fascinated by the big picture, even more so than the individual cases. The whole system was broken—one clinic didn’t have a relationship with another and structures just weren’t sound. When I came back, I declared my degree in political science because I knew I wanted to work on fixing the larger problem.

How is LMI helping you do that?

What’s wonderful about the PF program is that you are required to work on projects across multiple groups at LMI. This is helping me to discover patterns in the types of challenges facing different clients and to develop a toolkit for addressing some of those challenges. Also, the PF program provides us with additional funding to create a personalized professional development plan. This allowed me to attend an international peacekeeping conference in Bosnia-Herzegovina last year.

What has been one of your favorite projects so far?

Right now, I am working on an Organizational and Human Capital Solutions project for Manpower and Reserve Affairs at the Pentagon as the workstream lead for Value and Innovation. We are looking at some of the Department of Defense’s (DoD) outreach programs to communities across the United States in the areas of youth development and partnerships for construction and medical training missions. These include the DoD STARBASE program, National Guard Youth Challenge Program, Junior Reserve Officer Training Corps, and Innovative Readiness Training Program. We provide programmatic and strategic support, program governance, stakeholder engagement, value communication, innovative tool development, and process improvement. We’re exploring how adjustments to policy or resources could affect the breadth and depth of the great work they already are doing to build strong civil-military relationships while meeting DoD mission needs.

What inspires you about that project in particular?

First of all, we have a great team. I see our team’s leaders going the extra mile every day and that inspires me. In fact, the client keeps coming back to thank us for the impact we’re having. Second, working on these outreach programs is intrinsically inspiring and powerful. I learned that only 16 percent of young people today have a parent who has served in the military, compared with 70 percent from my parents’ generation. That means fewer people today ever interact with someone from the military. But by getting into our community in these ways, we build awareness and strengthen our civil-military relations. I’m inspired to work on such an incredible effort.

You were also a music in violin performance major and have said you enjoy medieval cooking. Do those interests and experiences come into play for you at the office?

Actually, yes! I started playing the violin when I was 3½ and have been lucky to perform all around the world. I have played for presidents, on national TV, and even for Pope Benedict XVI. The experiences I have had interacting with such a wide variety of people from different countries and cultures let me see the similarities among us. It’s a people skill I use all the time as a consultant as well.

As far as medieval cooking goes, what makes it fun is that most recipes contain few instructions about how much of each ingredient to include, and some of the ingredients we rarely use today. When you cook with friends, this levels the playing field because no one quite knows what they are doing—even the most talented chefs stumble a bit and you have to work together. That teaches you to stay humble!
We are dedicated to our mission of advancing the management of government.

—Donna Norfleet

ACCELERATING INNOVATION
Turning Ideas into Breakthrough Advances

Moving a great idea from its inspired start to its fruitful realization takes passionate people backed by genuine corporate support. Since 2004, the LMI Research Institute (LRI) has been at the center of LMI’s commitment to delivering value for our clients through invention and innovation, quality engagements, and creative research.

In FY16, the four main avenues of the LRI’s influence—academic partnerships, distinguished speakers, innovation, and thought leadership—yielded new insights and follow-on research and development (R&D) that are making a significant difference for our clients.

**Academic Partnerships Program**
The LRI’s Academic Partnerships Program connects the ideas and innovations of faculty and students from 10 leading universities with funding, mentoring, and the opportunity to practically apply their research to real problems facing government agencies. LMI’s academic partners for FY16 were the Commonwealth Center for Advanced Logistics Systems, George Mason University, George Washington University, Howard University School of Business, Pennsylvania State University, Rochester Institute of Technology, St. Louis University, University of North Carolina at Chapel Hill, University of Texas at San Antonio, and Virginia Polytechnic Institute and State University.

In FY16, LMI hosted our third annual Government-University Forum at our Tysons, Virginia, location. Through the forum, LMI brings together leaders from academia, government, and industry to discuss ways of working together to identify research needs in critical areas facing government today and in the future.

Our Government-University Forum featured three illustrious speakers. Rear Admiral Mat Winter (pictured at left), chief of Naval Research, spoke about how science and technology investment will drive future naval capabilities. Dee Rearden, deputy assistant secretary of defense for Supply Chain Integration, discussed lifecycle sustainment and supply chain risk management. Kevin Kampschroer, chief sustainability officer for the General Services Administration, spoke about green buildings and organizational effectiveness. During the discussions following the presentations, participants offered ideas and solutions for our customers. Whether ideas are generated during innovation workshops or submitted to the IdeaLab, the Innovation Selection Committee evaluates and ranks them. Those that come out on top receive innovation funding to begin research and solution development.

Our innovation process gave rise to a number of R&D initiatives last year, including the management of technical data for additive manufacturing, the use of mixed-reality Microsoft HoloLens technology to explore applications such as spatial design and training, and an unmanned aerial systems (UAS) route planner that simulates safe and cost-effective 4D trajectories (3D + time) for specific UAS missions. With the expected drastic increase in UAS traffic, the UAS route planner can play a crucial role in air traffic navigation.

**Publications**
Finally, the LRI provides support to LMIers looking to deepen their knowledge and expertise and strengthen their research skills. In addition to funding time for research toward writing articles for top publications and presenting at major conferences, the LRI helps our staff navigate the research and writing process by providing helpful resources such as mentoring, tips for working with editors, guidance on preparing for peer reviews, and demonstrations of editing tools.

FY16 saw LMI authors develop pioneering and timely research on some of the most brilliant minds in government, academia, and industry. In FY16, LMI authors contributed to publications on leadership and strategy. What these publications have in common are all hallmarks of LMI’s role in air traffic navigation.
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LMI’s commitment and service-oriented mission is a rarity in government consulting. For over 55 years, we have demonstrated our dedication to insight, objectivity, shared purpose, practical results, and significant value. Our innovative problem solving provides valuable insights into a range of possible solutions and our independence ensures we operate free from conflicts of interest. With a shared spirit of public service and deep knowledge of government operations, we promise to deliver more value for the dollar. At LMI, we offer solutions that are outcome-driven and results-oriented, reflecting our tagline every day: Complex problems. Practical solutions.

“I’m proud to be a part of the LMI mission and family. From supporting government clients, to volunteering in the community side-by-side with colleagues, LMI is truly powered by our people.

– Lori Becker
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HEALTH MANAGEMENT

We build strong and resilient communities around the world. With our global health expertise, LMI offers support in health insurance policy and analysis, systems management, supply chain management, response planning, and health facilities management.

OPERATIONAL LOGISTICS

LMI provides sound solutions to challenges faced by military forces. We support missions around the globe through joint logistics, transportation, global distribution planning, integration, lifecycle management, defense strategy, and policy development.

RESOURCE MANAGEMENT

We equip clients with innovative solutions for the greatest impact. LMI offers services in organizational and human capital solutions, operations and financial management, energy and environment, infrastructure and engineering management, and intelligence programs.

INTERNATIONAL PROGRAMS

LMI raises global standards through innovation. We work in defense materiel, global supply chain, program support, financial management, information technology acquisition, and capacity building.

TECHNOLOGY SERVICES

We modernize and enhance technology to align with mission. LMI integrates new capabilities, such as cloud, Agile, and data analytics, with a wide array of disciplines, including strategic support, program management, systems development, and cybersecurity.

LMI’s Business Development team is positioning LMI for healthy and sustained business growth by expanding into strategic new markets, while helping to protect and grow core programs. Through a matrixed approach, LMI is able to integrate a deep and broad expertise in our core capabilities aligned to existing and emerging market requirements for critical opportunities. Our Business Development team dynamically supports the federal government market, including all civil agencies, the Department of Defense, the Department of Homeland Security, and the healthcare and intelligence communities. The Business Development team provides leadership, management, oversight, and support to ensure LMI is positioned for success.
We work hard every day to support LMIers enterprise-wide. From contracts to accounting, human resources to communications, our goal is to enhance the growth and success of LMI and its customers.

“By strengthening our investment and support in our people across the regions, LMI’s Strategic Growth team is advancing government and helping clients meet their mission.”

– Edgar Stanton

“Devoted to government and inspired by progress, LMI’s Strategic Growth team supports missions around the world. Our team focuses on cultivating long-term opportunities, international business development, and research in ways that align with LMI’s corporate mission, vision, and goals. Through a deep understanding of our markets and our clients, our Strategic Growth team knows how to bring LMI’s deep mix of capabilities to government leaders to improve efficiency, effectiveness, and success.”

– John Roman

Colin Waitt
Vice President of International Programs

Edgar Stanton
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Dedicated to our people, LMI’s Enterprise Services team provides the assistance and support LMI project teams need to meet client missions. LMI Enterprise Services is a key enabler of our corporate success, underpinning the smooth, efficient, and effective functioning of LMI’s operations every day. Our team manages all of LMI’s contracting, human resources, finance and accounting, and communication needs, always with an understanding of how strong enterprise supports ultimately contribute to better outcomes for our clients.

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LMI BY THE NUMBERS

**Performance Growth**

Through innovation and growth, LMI's FY16 total revenue is $244 million. LMI is honored to continue to drive progress through industry-leading solutions and people.

**Client Focused**

We are proud to support government missions and people around the world. Working with over 35 government agencies, LMI delivers innovative solutions, unparalleled expertise, and the dedication to see missions through.

**Satisfaction**

LMI’s client satisfaction rate of 99.8 percent demonstrates the value we provide to our government clients. In addition, LMI’s 74 percent Net Promoter Score (NPS) equivalent ranks our consulting services as best in class. Alongside industry leaders like USAA (NPS of 81 percent) and Apple (NPS of 67 percent), LMI continues to be a leader in delivering quality support.

**Supporting Veterans**

We support our troops on and off the battlefield. With a shared spirit of public service and deep knowledge of government operations, LMI’s staff has an average of 23 years of experience and is made up of 35 percent veterans.

**Advanced Degrees**

Our people are our strongest asset. With 53 percent holding advanced degrees and counting, LMI values the insights, objectivity, and knowledge each LMier brings to the table.

**Enriched Training**

With more than 1,200 employees, LMI spent over $3 million in training and development, and an average of $2,700 per employee on training assistance and tuition in FY16. LMI is proud to offer up to $15,000 in tuition assistance a year for each employee.
About Us

LMI is a consulting firm dedicated to improving the management of government. With more than 1,000 consultants, we design and implement solutions to some of the toughest problems facing government managers in logistics, information technology, and resource allocation. For 55 years, LMI has placed our clients’ interests first.

Learn more at lmi.org