

SANDESH SHARDA ON THE HOT SEAT

WHAT DOES YOUR COMPANY DO?

Miracle Systems provides information technology and financial systems consulting, technology support, and finance support to Federal government clients including the Department of Transportation, the Department of State and the Department of Homeland Security. Miracle Systems, an 8(a) Small Disadvantaged Business, is CMMI-2 and ISO 9001-2008 certified.

WHAT IS YOUR COMPANY'S COMPETITIVE ADVANTAGE AND HOW DO YOU USE THAT TO MEASURE YOUR SUCCESS?

Miracle Systems' competitive advantage comes from having a surprising depth of resources for an 8(a). This depth provides us with the ability to manage and pursue several key initiatives at the same time. We measure our success by the number of times that we provide key deliverables to clients and provide full support to our partners in pursuing new opportunities.

WHAT IS THE BIGGEST CHALLENGE YOUR ORGANIZATION HAS FACED AND HOW HAVE YOU OVERCOME IT?

Miracle Systems has had the fortunate challenge of dealing with rapid growth, increasing from 35 employees to more than 140 employees plus 50 subcontractors in less than two years. We dealt with this rapid growth by developing a strategic plan and staying with it – investing back into the company by updating our accounting and administrative support systems, increasing broadcast marketing, adding industry veterans to our



Sandesh Sharda
President and CEO
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executive team, and pursuing new opportunities that expand our qualifications and skills into related functional areas to better serve our customers. Our infrastructure is readily capable of supporting our added size and capabilities.

WHAT QUALITIES DO YOU THINK ARE THE MOST IMPORTANT FOR STRONG LEADERSHIP?

The basis of strong leadership is to lead by example. Our meetings with key partners and clients and our proposal development efforts feature our executive team up to and including the CEO, with sleeves rolled up and into the details. During the intense moments that companies in our industry often face such as system deployments, contract deliverable reviews, and proposal writing, all members of our team contribute to the fullest.

