



Case Study

Market leader in the defense and technology business sectors fulfills DoD Intelligence contract by accessing resource pool of skilled IT professionals with security clearance

Client:

A Market Leader in the Defense and Technology Business Sectors and Top Department of Defense (DoD) Contractor

Industry:

Government

Service Offering:

Staffing Services

- Applications Staffing Services



The Program: A market leader in the Defense and Technology sectors was awarded the Intelligence Information, Command and Control Equipment and Enhancements (ICE2) contract to provide Contractor Logistics Support (CLS) to the Department of Defense Intelligence Information Systems' (DODIIS) worldwide communities. This unique contract is part of the Single Service Logistics Program (SSLSM) and provides flexibility to respond to changing IT support requirements. The ICE2 contract ensures operational readiness of the mission-critical commercial, modified commercial, and specially designed equipment that supports the government agencies and departments tasked with the nation's defense.

The Scope: The client's responsibilities under the ongoing ICE2 contract are numerous and far reaching. They include equipment modernization and enhancements, technical and network support services, Web development, performance analysis, and telephone/help desk support. The client also supports the DoD's various commercial-off-the-shelf (COTS) equipment and its associated software and documentation service through on-site and per-call preventative and remedial maintenance. A significant portion of the ICE2 contract calls for the implementation of Remote Diagnostics Services, which will allow the DoD to remotely access any failed equipment and perform hardware diagnostics, problem analysis, and resolution.

A typical ICE2 site may include COTS mission-critical computers and resources, intelligence data handling equipment, C2 equipment, LANs, secure and non-secure video systems, communications devices, exploitation equipment, or weather radar sensors. Many sites are Sensitive Compartmented Information Facilities (SCIFs) and require employees with Secret, Top Secret, or Top Secret / Sensitive Compartmented clearances.

The Support: Upon contract award, the client needed to quickly procure additional security-cleared resources with a wide range of technical skills. TEKsystems'® experienced nationwide recruiting force and ability to maintain cleared Technical Professionals made them a logical



subcontracting choice. In less than a month, TEKsystems identified, screened, and hired 11 technical consultants to augment the client's staff during several phases of the development and maintenance of a Web-based procurement site for the DoD. TEKsystems' consultants were experienced in Web development, software testing, quality assurance, help desk and enduser support, technical writing, and report customization.

The Result: As a premier provider of technology staffing and services, TEKsystems' rapid response and thorough identification and screening of qualified, secured applicants helped the client conserve time and stay within budget. TEKsystems' applied strengths helped develop new areas of functionality, which led to more effective tracking of time and materials, decreased defects, increased end user satisfaction, global accessibility, and data reliability. These efficiencies ultimately helped the client win more government business. TEKsystems' speed and precision during the initial phases of the ICE2 contract helped launch the project and shorten the inevitable learning curve. As the client continues to perform services under the ICE2 contract, TEKsystems will remain poised to help fulfill the client's contractual obligations.

The Technology: Visual Basic®, Visual Basic Script, SQL Server, ASP, Actuate, Microsoft® Office Access