



Case Study

A global technology services and solutions company meets aggressive goal for DoD deploying 75 technicians worldwide for software rollout and end user training

Client:

A Global Technology Services and Solutions Company and Their Client, the Department of Defense (DoD)

Industry:

Government Services

Service Offering:

Component Services

- Deployment Services
- Technology Installations & Upgrades



The Program: The Department of Defense (DoD) had recently awarded the first part of its two-part worldwide software initiative to its client, a global technology services and solutions company. The Composite Healthcare Systems II / Armed Forces Health Longitudinal Technology (CHCS II / AHLTA) application, a medical records software package, would be deployed at all domestic and international DoD hospitals and clinics over a two-year period. The AHLTA application provides electronic access to military health records from anywhere in the world, including the battlefield. The overall program supported the Clinical Information Technology Program Office's (CITPO) efforts, and included software deployment and end user training at each location.

The Scope: The client was tasked with the initial site survey and the ensuing software deployment and testing. It needed a substantial number of skilled Information Technology resources to begin simultaneously in order to complete the project within the planned two-year timeframe. The client needed a partner company with the means to recruit, coordinate, and globally deploy a large number of dependable resources in a short amount of time. The partner company also had to provide internal project management support for the technicians' flights, lodging, travel costs, and related expenses.

The Response: As a premier provider of technology staffing and services, TEKsystems® national and global presence, as well as its strong recruiting force and quick response time, were attractive to the client, and a relationship was formed. TEKsystems also had previous experience with the CITPO under a previous CHCS II contract and possessed knowledge and familiarity of the affected sites. Using its Reston, VA office as project recruiting headquarters, TEKsystems quickly on-boarded 75 technicians and technical leads. Technician skill levels ranged from desktop specialists with strong Microsoft® and networking backgrounds to network engineers. The network engineers served as team leads and customer contact points at each site. Over a two-year period, TEKsystems' teams were deployed to Germany, Italy, Japan, Korea, Spain, Turkey, the United Kingdom, and other locations outside the continental United States to perform the initial site survey, and install and test the AHLTA application at each facility. Teams were also sent to Alaska, Hawaii, and all locations



throughout the continental United States. TEKsystems provided project management logistics support in terms of scheduling, travel, and expense processing for each site. TEKsystems utilized its national presence to deliver local site-specific resources as needed to larger sites in Seattle, San Diego, San Antonio, and Washington, D.C.

The Result: TEKsystems helped the client meet contractual obligations for the software rollout by promptly providing qualified resources. The addition of a small Project Management Office (PMO) in TEKsystems' Reston office ensured that the needs of TEKsystems' staff were met as they traveled worldwide. This PMO also tracked the travel costs and expenses of the technicians and team leads, leaving the client time to focus on other aspects of this important initiative. TEKsystems' proactive and continuous recruiting efforts for this project ensured that resources would be quickly replaced if needed, and that large sites would be well-staffed from a local perspective if additional assistance was necessary. The two-year project was delivered on time and within budget.

The Technology: Proprietary Department of Defense medical records software