



ITA Meets Customer Challenge with Army Data Center Fairfield

Washington, D.C.— Taking a significant step outside of its usual geographic area of responsibility, the U.S. Army Information Technology Agency (ITA) recently began supporting service desk operations for the Army Data Center (ADC) in Fairfield, California as part of a continued effort to reduce costs for customers and deliver superior service.

With an expiring contract on its current support model, Mr. Daniel Jensen, the Director of ADC-Fairfield met with ITA's Executive Director, Mr. Donald Adcock, late last summer and discussed how ITA could assist the California-based operation.

ITA's Chris Cason, Deputy Director for the Consolidated Customer Service Center (CCSC) furthered explained that the ADC-Fairfield and ITA leadership met to explore areas for collaboration and identified ITA's helpdesk services as an area to leverage to enhance support while potentially lowering costs.

Adding to the unique challenges faced by servicing a customer across the country, ITA's CCSC faced a one-week deadline for establishing processes, training ADC- Fairfield personnel and bringing their customers on-line.

ADCF had excellent documentation and standard operating procedures for the legacy helpdesk contractor support team. "We were able to merge and consolidate over 100 pages of ADC-Fairfield documentation and processes to define all the existing information into scripts and step by step processes to match our existing capabilities," said CCSC representative, Joy Lowder.

In addition, ITA division leaders determined that ADC-Fairfield could be supported using an existing case management platform, to document and track service issues. CCSC staff quickly developed a unique training scenario, using Defense Connect Online to deliver a robust virtual training in time to ensure ADC-Fairfield was supported within that one-week deadline.

Previously supported by only four remote agents who had to be flown in and trained, ADC-Fairfield is now provided the breadth and efficiency of a comprehensive service desk with the cost savings of the ITA's economy of scale. "Since using ITA's helpdesk support group, our Army sponsors are saving over \$350,000 per year while experiencing higher service levels" said the Director of ADC-Fairfield.

So far, CCSC has estimated a call volume of about 400 calls per month for ADC-Fairfield requests, which Lowder described as largely technical in nature. She indicated that all calls were being handled at the Tier One level if possible, but when needed, issues are escalated and resolved by collaboration between CCSC and ADC-Fairfield's on-site technical support staff in California.



This exemplary service has already earned ITA a referral to one of ADC-Fairfield's customers, Installation Management Command (IMCOM), who is set to begin service with ITA in July.

"This is a credit to the outstanding job ITA does at serving our customers whether inside or out of the National Capital Region," said Adcock. "It truly speaks to the goal we are constantly working toward to provide exceptional products and services in all of our areas of operation in order to match each customer's unique mission."