



How CAT II® Assisted EDS Deliver Data

Robbins-Gioia, LLC (RG) provided EDS with business analysis and software configuration using the CAT II® platform to build software which automated processes, reduced contract costs, provided tracking and monitoring of complex technology orders, and supported the supplying of parts while initiating and tracking customer service requests as well as warranty claims on enterprise data centers for the Federal Government.

Delivering Data Centers for the Federal Government

In 1996 EDS, an enterprise computing services company, needed program planning solutions including scheduling software and customization expertise to aid in their growing sales and contracts to meet the rapidly increasing demand for data centers from the Federal Government. The company needed to find a solution which could meet the rapidly changing contractual requirements and improvements to support multiple contracts without draining company resources developing capabilities and solutions in-house.

EDS sought both business analysts and developers to understand their processes and business needs across the different data center implementation contracts. EDS selected RG as a partner to provide program management expertise and software tools to provide a solution tailored to their complex requirements.

The RG team used the commercially available CAT II® software as the platform to build a flexible and adaptable solution to manage their offerings and inventory ensuring the timely and accurate completion of orders.

The solution needed to provide support for the entire ordering lifecycle, from providing an easy-to-use parts catalog system to support order placement and fulfillment, to installation tracking for the purpose of providing warranty claims and replacement parts support across a variety of different contracts.

Enabling successful delivery.

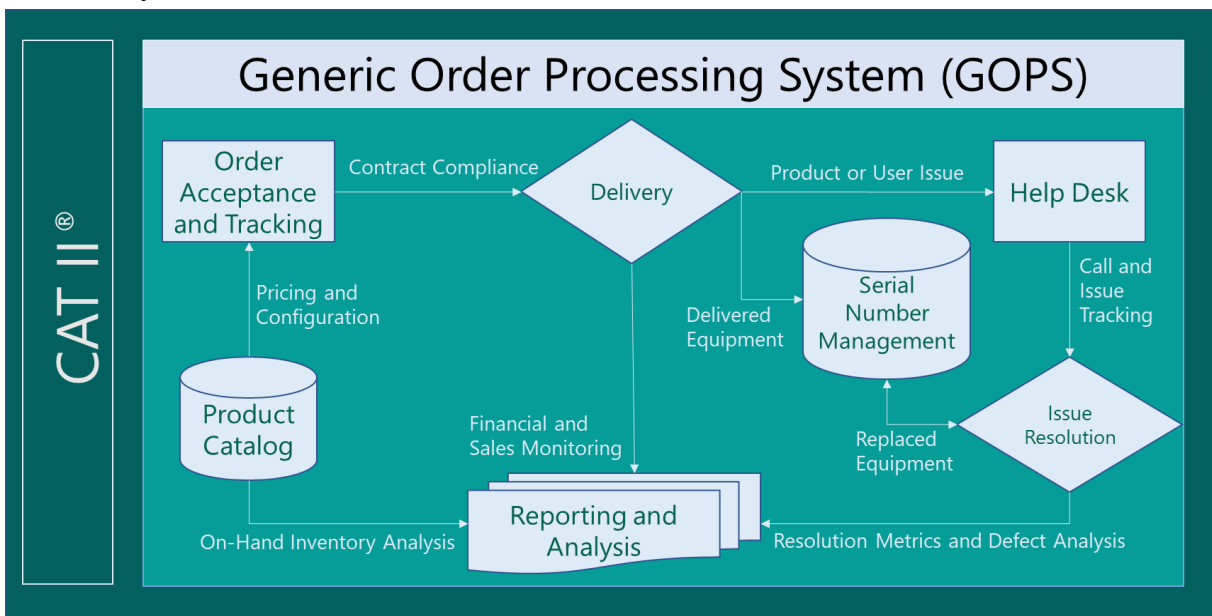
- **RG Supported over 12 government computer system sales contracts**
- **Processed tens of thousands of orders a year**
- **Indexed over 6 million serial numbers for installed equipment to track order fulfillment and support equipment warranties**
- **Responsible for monitoring and reporting on over 1 billion dollars of equipment installed**

Addressing the Challenges in Complex Delivery Schedules

EDS selected RG to provide business analysis, specialized software, and development support to provide an integrated solution for their pressing business needs. RG utilized its CAT II® software to create a complete program management platform, from the database to user front ends and reporting, which could be rapidly configured to meet evolving customer needs.

The CAT II® platform was ideal to serve the computer services company because it was customizable, flexible, and rapidly changeable to adapt to the evolving business needs and reporting requirements necessary for different contract scopes.

RG used business analysis to understand the ordering and product completion processes and opportunities for business growth and process enhancement. Combining both business analysis with expert software development and a customizable platform, RG was able to create systems within CAT II® that included inventory management and cataloging, order reception and processing, volume and revenue sales tracking, help desk features, reporting, and data analysis.



Rapid Customization to Streamline Inventory and Implementation

Because of the flexibility and adaptability of CAT II®, RG was able to quickly create the Generic Order Processing System (GOPS) described in the graphic above. GOPS provided a modernized purchase order system which enabled financial analysis and reporting, delivery order tracking management, new serial number creation and tracking across

warehouses for part organization, storage, and shipping, as well as a help desk function to ensure fulfillment accuracy and customer warranty service.

This modern, fully electronic purchase order system then received incoming purchase orders, communicated those orders to warehouse fulfillment centers, and automatically allocated and adjusted inventory levels while tracking the order through delivery. Increased visibility and control throughout the ordering and fulfillment process made sure the correct products were delivered and completed accurately and on schedule.

The help desk functionality tracked and logged service calls and warranty claims, validated orders using serial numbers, and sent ticket requests to the service department. It also monitored the service and warranty claims through service call resolution when replacement parts were delivered and installed ensuring accurate inventory and serial numbers were updated. Data analytics were used to reduce warranty costs by analyzing these report trends and failure rates to identify faulty equipment from suppliers thereby saving costs on inapplicable warranty claims.

The financial analysis and reporting functions of CAT II® allowed for evaluation of sales performance and contract fulfillment, meeting government reporting and monitoring requirements and allowing for increased oversight and assessment of processes for future improvements.

Achieving Streamlined Data Center Delivery

The resulting CAT II® solution helped the company establish a modern inventory and purchase order system that allowed them to fulfill orders, monitor inventory, analyze financial data, and create reports to support their increasing sales in government contracts. The help desk function created through CAT II® streamlined their service calls and warranty claims and allowed for the collection of data to analyze serial numbers that were most frequently serviced to save costs on warranty claims by identifying trends in faulty parts from the suppliers so the company could seek alternative options.

RG's solution applying CAT II® held all necessary systems in one easy to use platform that allowed the company to focus on their business and maximized the company's profits gained from the sales of the computer equipment and services.



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About RG

RG partners with clients to test and refine every solution to meet their exact needs.

We take pride in tackling complex management challenges with fresh and innovative insights and in transforming our clients' vision into reality.

We Make Our Customers Successful®