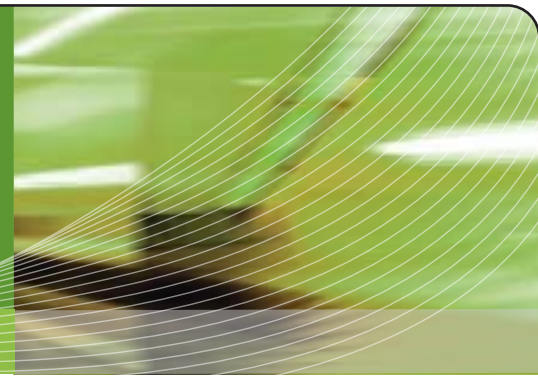


U.S. Army Improves IT Processes

Mobile Reach Implements Top-Notch IT Asset Solution at Fort Hood



Case Study

Fort Hood, U.S. Army



"Asset management is a vital function in an era where government resource expenditures are increasingly scrutinized. Mobile Reach provides a solid solution that eases the implementation of Asset management. Compared to other vendors, the support and guidance provided by Mobile Reach is top-notch. They are among the most helpful and knowledgeable companies that we've dealt with."

Steve Simpkins, Customer Service Branch Chief
DOIM, Fort Hood

Profile: Fort Hood, located outside of Killeen, Texas, is the largest Army post in the United States and the only two-division post in the United States. Currently, the base is home of III Corps, the official counteroffensive force of the U.S. Army. The two divisions on the base are the 1st Cavalry Division and the 4th Infantry Division. The 1st Cavalry Division is the largest division of the U.S. Army with 16,700 soldiers.

Solution: From the ground up, Mobile Reach worked closely with Fort Hood to implement an efficient, highly customizable Mobile Asset Management System.

Challenge: To efficiently track Assets across the military's largest active-duty armored post in the country. "Asset management was non-existent before we began to work with Mobile Reach," said Simpkins. "We could not tell which PC devices were in use, nor which were in which phase of the life cycle." Fort Hood required an effective installation and an efficient set of tools facilitate its IT management processes.

Results: Fort Hood was given the ability to manage Assets base-wide, including more than 15,000 existing devices, as well as track cell phones and user accounts. Personnel are now able to update Asset records on-site via Symbol Barcode Scanners. An Asset lifecycle plan has been implemented and is being constantly tracked in real-time.

Device: Motorola Symbol MC-5040 with a full keyboard and 64mb memory

Application Integration: Splitware server
Splitware client on Symbol MC-5040
SQL-based Asset Management Application, newly created for this project



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Challenges

Fort Hood has a population of about 71,000 and spans across 340 square miles in central Texas. To support these resources, Fort Hood's IT Assets are spread across approximately 850 buildings. Asset information has historically been tracked by various informal systems with different processes, resulting in limited control, low data accuracy, and limited reporting capabilities. Fort Hood needed a system to better manage and track its important and widespread IT Assets.

Recognizing the need to equip mobile technicians to perform the Asset management duties, Fort Hood's Customer Service Branch Chief, Steve Simpkins, researched the industry and chose Mobile Reach to assist in the planning and development of Fort Hood's end-to-end Mobile Asset Management System.

"We were searching for a provider that was a partner with [BMC] Remedy, but also one that was able to maintain an SQL presence as well," Simpkins said. "We have not yet fielded [BMC] Remedy, but know that we will eventually."

Solution

After evaluating Fort Hood's current processes, environment, and needs, Mobile Reach and Fort Hood planned a phased approach to implementing the Mobile Asset Management System. Mobile Reach created custom applications to track existing and new Assets base wide. First, an Asset database was created in SQL in anticipation of a future implementation of BMC Remedy ITSM 7.1 for more sophisticated management of its IT Assets.

The database was populated with existing Assets using Symbol barcode scanners equipped with an Asset application, Asset Life Cycle application, Asset Batch application, as well as Wireless Create and Wireless Life Cycle applications.

"Mobile Reach was deeply engaged, provided timely support, and really assisted us with keeping on-track with the implementation."

Impact

Fort Hood's IT department is now operating more efficiently and effectively than ever before.

"Building an Asset database with over 15,000 devices already in use has been challenging," Simpkins said. "The Mobile Reach solution has helped reduce the implementation effort, and has also helped with the overall Asset Management structure of the project. Personnel are able to update Asset records on the spot, and are also using the system to implement an actual lifecycle plan."

Fort Hood's implementation of a base-wide Asset management system was greatly facilitated by the custom applications the Mobile Reach team created for Fort Hood's Information Management department. Assets can now be updated on site, reducing database errors and saving field techs time, freeing up resources for improvement in other areas. Assets are tracked across a lifecycle and replaced when necessary. Inventory is also updated immediately, reducing downtime for the base's daily operations.

"Asset management is a vital function in an era where government resource expenditures are increasingly scrutinized," Simpkins said. "Mobile Reach provides a solid solution that eases the implementation of Asset management. Compared to other vendors, the support and guidance provided by Mobile Reach is top-notch. They are among the most helpful and knowledgeable companies that we've dealt with."

About Mobile Reach

With a nine-year history in providing mobile IT solutions to Fortune 500 companies, small-to-mid-sized businesses, and federal and state government organizations, Mobile Reach has extensive experience in creating effective enterprise solutions for mobile IT personnel. The Mobile Reach product set provides a flexible and robust platform allowing for the delivery of very specific and complex mobile work flows.



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