

Summary of Services:

60 Month Lease under Army CHES vehicle – Includes 470 A3 departmental multifunction devices, on-site dedicated technician support, CON (Certificate of Networthiness) certified monitoring software, monthly maintenance, proactive service management, all consumable supplies included and security compliance with DOD regulations.

Department of Defense, United States Army

Contract number:	W9124A-14-D-0003
Period of performance:	07/12/2015 to 07/11/2020
Place of Performance:	7 Locations in 5 States
Contract Total:	\$4M to \$5M

The Challenge:

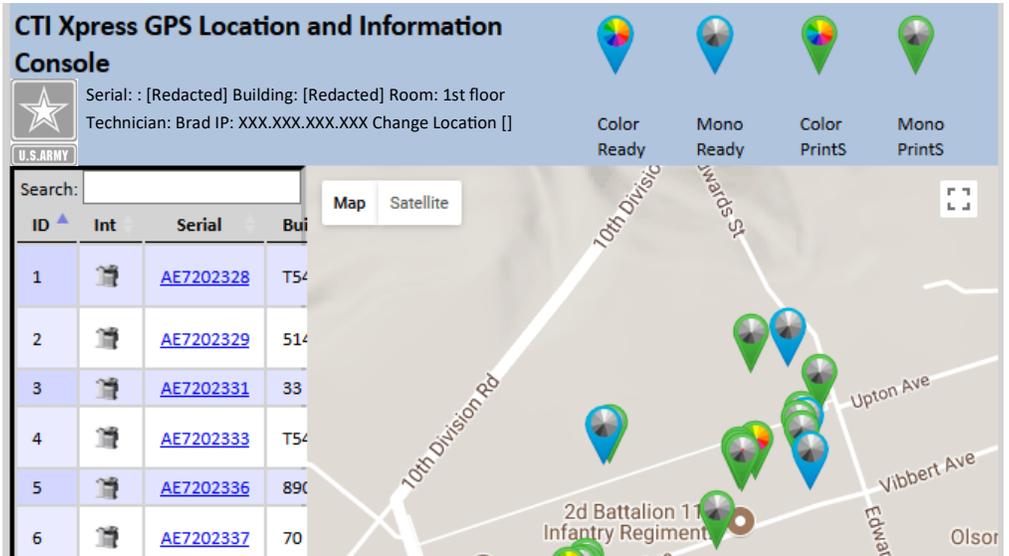
Implementation was the biggest issue for the customer, especially at the start of the contract. The customer wanted 470 devices delivered to 7 different locations ranging from upstate New York to Jacksonville, FL. Not only was geographical space a hurdle, but the number of buildings was also an issue that had to be navigated as there were 115 buildings on the main base alone. To add to the challenge, there were just as many devices that were already in place and had not yet been removed by the incumbent. The goal was to get the devices installed on-time with minimal disruption to the customer's operations, while providing a level of transparency that was lacking in their previous installations from other vendors.

The Solution:

There are several steps that CTI took to ensure a successful implementation. Possibly the most important aspect that we addressed for the customer was the transparency. Our IT department created an application, called CTI Xpress Technologies, for this specific implementation (that can now be customized for any large scale installation) that tracks all devices that are installed and automatically places them on a map with salient details (serial number, monochrome/color, building location, etc.). This application can only be accessed with a secure log-in and password.

In order to ensure that all of the devices were delivered on-time, we hired a team of on-site analysts for the initial installation phase and a senior field technician that will be stationed on the main campus for the duration of the contract. Additionally, we sent a team including our Chief Information Technology Officer and our Field Service Manager (responsible for quality control of our field technicians) down to the main campus for 2 weeks to make sure that all of the devices were configured properly and network installations were done with minimum disruption.

CTI Xpress provides device locations for installation and management



CTI Xpress GPS Location and Information Console

Serial: : [Redacted] Building: [Redacted] Room: 1st floor
 Technician: Brad IP: XXX.XXX.XXX.XXX Change Location []

U.S. ARMY

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ID	Int	Serial	Bui
1		AE7202328	T54
2		AE7202329	514
3		AE7202331	33
4		AE7202333	T54
5		AE7202336	890
6		AE7202337	70

In addition to the team on-site, we created a team in our headquarters to run the administrative side. Our Program Manager coordinated with the rigger and on-site delivery team and scheduled time for our IT team to meet with the customer’s NEC group to get the devices installed to the network.

The Results:

Due to the creation and utilization of the new CTI Xpress Technologies application both the vendor and the buyer were able to view the installation progress in real time. Apart from receiving phenomenal customer feedback, it allowed CTI and our customer to work together as a team more effectively since we both had access to the same information at the same time.

The all-hands-in mentality greatly assisted us in meeting the installation deadline. Increasing the temporary analyst support substantially improved how quickly we could get the devices to the customer. Having the additional support from our IT department ensured that we got the devices installed to the network on-time. Lastly, having the administrative support from the CTI headquarters staff kept everything running on schedule and made certain that the on-site CTI personnel had the tools that they needed to succeed.