



ACS Delivers Large-Scale NASA Desktop Solution With Provance Web-Based IT Services and Asset Management

Seat Complexity

- ❖ 33,000+ seats
- ❖ 46 seat types
- ❖ Average of 12 services per seat
- ❖ 5 SLA choices per service
- ❖ = 2,760 custom seat configuration possibilities

Rapid Change

- ❖ 600+ change requests per month

Users

- ❖ 50 ACS users and 30,000 self-serve NASA users

Benefits

- ❖ Subscription-based charge back model minimizes risk and lowers costs
- ❖ Easy Web-based change requests
- ❖ Improved process efficiency through customized business rules
- ❖ Privilege-based secure access via the Internet
- ❖ Common, integrated toolset for all customer sites

Affiliated Computer Services (ACS) is a leading U.S. federal government desktop outsourcing service provider. When the ACS Government Services Group was awarded the NASA Code R Outsourcing Desktop Initiative (ODIN) contract in July 2000, their goal was to efficiently deliver flexible IT services to multiple users while maintaining a high level of end user satisfaction.

The Challenge

Empower 33,000 Users, Effectively Manage Ongoing Change Requests

As part of NASA's \$10 billion, 10-year seat management initiative, the Code R contract managed by ACS provides total life cycle support and management for over 33,000 desktop, networking and telecommunications seats across four NASA research centers: the Ames Research Center in Moffett Field, California; the Dryden Flight Research Center in Edwards, California; the Langley Research Center in Hampton, Virginia; and the Glenn Research Center in Cleveland, Ohio.

With 46 different seat types, an average of 12 associated services per seat, and 5 different service levels, ACS faced the challenging task of managing some 2,760 seat configurations. With users at the NASA Code R sites making 600 change requests per month, on average, ACS needed a comprehensive solution that would be quick to deploy, cost-effective, and powerful enough to handle large-scale asset inventories.

The Solution

Provance IT Services and Asset Management

To ensure they met their objectives, ACS looked for an IT partner with an effective self-serve, Web-based change request system that could easily handle the high volume of change requests. They also required a customized and automated workflow capability that would ensure process efficiency, and sought a company that would be responsive throughout the contract.

"As we did our research, we soon found that Provance was one of the only true seat management solutions on the market," explains Brian Field, Program Manager for ODIN at ACS. "The contract with NASA listed seat management as a core requirement. We looked at a number of asset management tools, but all would have required significant customization to get up to speed. Provance was already there. With minimal customization requirements and a smart subscription-based costing model, Provance's unique offering made it the obvious choice."

The Benefits

The Provance solution represented a completely new way of doing things for ACS, particularly the subscription-based charge back model. "This model really made the Provance solution palatable to us and to our client because it significantly reduced our up-front costs, which tend to be large with most software purchases," explains Dick Tighe, ACS Program Manager.

Instead, the subscription model provides the advantage of a smaller initial cost when cashflow is lowest—at the start of a project—and a fairly modest recurring cost over time. This lowers the risk associated with deploying an enterprise solution, and amounts to big savings because clients pay only for the services they actually use.

"Provance's product is so focused on our needs that virtually no customization was required to make it fit. This made it really fast and easy to get started."

Dick Tighe
ACS Integration Manager

The subscription-based model also means that each deployment is uniquely suited to the individual client. As the client's needs grow and change, the cost model adapts right along with them. "This scalability of cost was a very attractive feature as we assessed various vendors," explains Dick Tighe.



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With the Provance solution, NASA's 30,000 users and managers are now able to view their current seat configurations, adjust them to match their changing business needs, approve change requests, and view the change request status as it moves through the approval process - all through the Web interface. In addition to reducing the burden of service desk calls, this capability gives users a greater sense of empowerment and control over the structure and charges associated with their seats.

When NASA end users and managers use the Provance software to query seat and asset configurations and to initiate and manage change requests, customized business rules automate workflow and provide notifications to streamline the process. ACS staff has visibility of all requests as they progress through the NASA approval workflow. Once approved by NASA, change requests are automatically routed to the appropriate ACS staff.

With Provance and its business rule engine, approximately 50 ACS staff, 30,000 NASA end users, and other outsourcing subcontractors can securely access, via the Internet, a central data and business rule repository located at ACS' IntelliCenter near Cleveland, OH.

A Responsive, Dedicated Partner

In addition to delivering quickly and thoroughly on NASA's requirements, ACS has been able to integrate the Provance solution with its service desk system. This consolidated toolset gives ACS a significant service advantage, and delivers greater efficiencies in their business processes for all clients. The time required to implement outsourcing services is streamlined, and ACS has been able to build solid best processes and procedures around the solution.

While the subscription model keeps initial costs down, the robustness and ease of use of the Provance solution also lets ACS deliver improved services to all of its clients, including custom reports—a significant demand faced by all outsourcers. In addition, Provance's notable focus on customer service means that ACS is never left on its own. "They're very willing to evolve their product for our clients' needs," says Tighe. "In fact, their level of support—from initial quality control to implementation and ongoing support—has really exceeded our expectations."

ACS Vice President Jack Yambor concurs: "Provance is refreshing to work with because they are focused on our business, they put skin in the game, and they are motivated to help make us successful. They have lived up to, indeed exceeded, their promise of close partnership and outstanding customer service. When we needed a new feature to handle cumulative billing, Provance responded with the new functionality within two weeks - unheard of responsiveness in the software industry."

"Processing change requests had involved manual updates to as many as 4 separate databases. In many cases the process was not completed properly or was interrupted leading to data discrepancies. Now changes are logged uniformly and automatically across the entire system in real-time."

Mark Jeschke
ACS ODIN Enterprise Asset Manager

ACS is currently looking at further integration of its core systems, such as its catalog system, with the Provance toolset, and is also exploring an expansion of the NASA deployment to include additional capabilities, such as software license management and IT service request management.