

Strategic Planning Services

Subject Matter Expertise

Customer: Defense Logistics Agency (DLA) | Period: 5/9/2005 – 9/30/2010



Why Triple-i?

Qualified civilian and defense industry experience with strategic planning services

Design and development of supply chain systems

Customer-focused, value driven management approach

A Service-Disabled Veteran-Owned Small Business

Customer Profile

The Defense Logistics Agency (DLA) is a U.S. Department of Defense (DoD) agency that provides wide-ranging logistical support for peacetime and wartime operations, as well as emergency preparedness and humanitarian missions. The agency currently employs over 28,000 civilian and military employees working in 50 states and 28 foreign countries.

Business Challenge

DLA has undertaken a major initiative to modernize its subsistence business processes and supporting information systems. This Business Systems Modernization initiative was launched in 2000 to ensure uninterrupted and efficient logistical support for Class 1 (critical subsistence) supplies by all of the military service units.

While DLA has completed the implementation of its cornerstone enterprise-wide logistics system, the feeding systems are aging and incapable of providing the detailed information needed to effectively manage large scale business operations.

Our Solution

In 2005, DLA awarded a contract to a team of technology firms that include IBM, Triple-i, and BearingPoint for implementation planning and ongoing maintenance support of the Common Food Management System (CFMS). The scope of services provided by the IBM/Triple-i team includes replacing service systems with a single application capable of integrating the food management functions. DLA's business goals are to provide end-to-end (source to consumer) food and supply distribution with a single point of contact to orchestrate the supply chain.

This system will include common support processes, whether during peacetime, contingency, or periods of war. It also must provide support in the Continental United States (CONUS) and Outside Continental United States (OCONUS); coordinate acquisition and deployment of DoD Class 1 items based on common usage, leading to the economical and effective application of resources; and continuously improve processes by developing and analyzing performance and customer service metrics.

Triple-i's staffing approach for this project includes a disabled Marine Corps veteran of 29 years with significant experience and current, in depth knowledge of all levels of military food service, including personnel systems, food service information management systems, food service contracting, and military policy. Triple-i personnel have played a key role in the planning and deployment of CFMS, gaining corporate knowledge of the project through active participation from proposal through award, and all phases of development.

Other Customers

In addition to providing Strategic Planning Services for DLA, Triple-i has also provided infrastructure build out services for the U.S. Department of Transportation (DOT), strategic IT planning services for the Defense Contract Management Agency (DCMA) and disaster recovery concept of operation services for the U.S. Patent and Trademark Office (USPTO).

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