

AT A GLANCE**Client**

The LMP leads the U.S. Army's effort to exploit technology, and develop processes that result in sound and timely decision making.

Challenge

To improve secure document flow through the supply chain, and speed up the procurement process.

Solution

StreamServe BCP was chosen because it had the scalability to handle thousands of documents over the Army's secure Web browser, and could seamlessly integrate with its SAP system.

Results

Improved inventory control saved money. U.S. Army put the right products into the hands of soldiers quickly and more efficiently.

StreamServe® Helps U.S. Army Maximize its Logistical Capabilities

The U.S. Army Logistics Modernization Program (LMP) is one of several major initiatives supporting soldiers and various global program management offices. The program was created by the Army Material Command (AMC) to provide agile, reliable, and responsive services by leveraging best practices and technology.

The LMP was charged with finding ways to maximize technology, and develop processes that resulted in sound and timely decision making. After careful review, the StreamServe Business Communication Platform™ (BCP) was chosen to help meet those objectives.

Facilitating Secure Communications

The AMC was faced with two challenges. First, the AMC needed to communicate with thousands of end-users throughout its extensive supply chain, but since it didn't own the end user's work stations, printers or servers, this presented both a security and network problem. AMC also knew that it would be almost logistically impossible and prohibitively expensive to manage the printers worldwide. Therefore, they needed to find a solution that would allow thousands of documents and reports to be delivered via a secure Web browser.

The second challenge was to find a technology solution that could seamlessly integrate with the AMC's newly implemented SAP® system. StreamServe BCP was selected to manage global communications for all manufacturing, sourcing, distribution, and transportation of goods and services related to the mobilization of U.S. Army forces. StreamServe was chosen because it was the only solution that had the scalability to handle thousands of documents over the U.S. Army's secure Web browser, and could seamlessly integrate with the U.S. Army's SAP system. StreamServe BCP can now produce over 2,000 reports and documents per day for the U.S. Army.



StreamServe BCP's document output capabilities were worth the investment alone."

♣ Larry Asch,
Chief, Business and
Operations Office,
U.S. Army LMP
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Improving Access to Documents

As a result, 250,000 end users ± up and down the chain of command -- have access to reports via the Army's secure, password-protected Web portal.

Users are able to receive these communications in whatever format they request, including paper, fax, email, PDF, XML, and SMS, via multiple electronic channels.

The AMC's most common use of StreamServe BCP is to send single documents to multiple users. Once a communication has been initiated, the recipient brings up the report, makes changes to the document, and then saves it locally. Using the Web browser, the amended documents can then be sent in the selected format to multiple constituents.

The second major use of StreamServe BCP is to manage transactions that require special forms. There are approximately 20 specific "batch forms" that are used to initiate a purchase for the U.S. Army. Using the secure browser, the initiator can instantly launch a form, and then systematically send it to pre-assigned points to receive the necessary approvals. Once the final approval is received, the users can send and print the completed form from their individual server or PC.

Delivering an Immediate ROI

Expediting the whole procurement process has delivered an immediate ROI. Higher inventory turnover ultimately saves U.S. taxpayers a significant amount of money. The improved inventory control process also keeps information and products moving quickly.

And as a result of the improved information flow, the Army can get the right products (weapons, systems, and parts) into the hands of the soldiers quickly and efficiently. For instance, if a group of soldiers need new equipment for a tank that has broken down in the field, anyone can immediately ascertain the inventory and ordering information for that piece of equipment, including the serial numbers of the individual parts of the tank.

Ultimately, StreamServe has helped the U.S. Army *be all that it can be*.

