

Leveraging Remedy's AR System Inside NMCI

A Home for Legacy Applications

In 2001, Remedy's IT Service Management Suite was selected and deployed as the Help Desk tool for the NMCI program. At the heart of that application suite is a powerful development platform that provides rapid application development with minimal training requirements or extensive software development skill sets.

More than 7,000 customers and 75% of the Fortune 100 companies know that AR System is the fastest, most cost-effective way to automate key business processes and improve service levels throughout their organizations. With its request-centric, forms-driven, workflow-based architecture, the AR System development environment is optimized for efficiencies in automating service-related business processes. AR System simplifies development tasks through its intuitive point-n-click, drag-n-drop user interface and includes pre-built service management modules, such as notifications, escalations, and approvals.

AR System is an open application development platform and workflow engine. AR System includes a native web interface that enables web based application development/deployment with no web design knowledge (HTML, JavaScript, etc.). AR System also provides complete hardware abstraction, enabling developers to create and deploy applications with concern for the destination platform.

For government agencies concerned about Section 508 / ADA compliance, we have tested and certified AR system through an independent lab to ensure that it supports compliancy issues and provide application development guidance in our manuals. Remedy is also contracted and in work with a testing lab for Common Criteria evaluation.

Some examples of the unique applications of Remedy's AR System include:

- Automating new employee hire, payroll issues, death paperwork check list, credit card purchases/approvals, TDY requests/approvals, drug testing and test results—and track/report the metrics for the Service Level Agreements established for each of these automated processes
- Managing the provisioning of more than 11,000 circuits at over 300 sites in and around CONUS
- Managing legal briefs through the approval to archival stage
- Managing training schedules, including reserving facilities, tracking class size, and notifying registrants with class status
- Remotely managing visitors coming through the checkpoint at their security gate
- Providing graphical views of the U.S. mainland to monitor RADAR status and history to assist a command and control center in deploying resources to protect various sites that become threatened.

- Providing service, maintenance, scheduling and support management of the Army's APCs.
- Providing Distance Support to various Fleet ships and operations from NSWC, Port Hueneme Division (PHD).

A more specific example is the Navy Human Resources Benefits Center. The Navy Human Resource Benefits Call Center (HRBCC) provides 1st level human resources benefits support to 40,000 civilian Navy employees in the Navy's Northeast Region on a myriad of programs including health insurance plans, retirement benefits, and life insurance benefits. In this case, they selected Remedy as their solution and elected to use Remedy's IT Service Management (ITSM) Suite as their application. In selecting the ITSM suite, HRBCC gained the advantages of a mature workflow and process model with industry best practices and efficiencies pre-built into the solution. And because it was built on Remedy's AR System, it was easy to tailor the application – modifying the IT support specific areas to handle HR specific information. HRBCC was also able to leverage the extensive industry experience with Remedy to integrate the Help Desk with the Call Center's Aspect ACD System. The software was implemented within 3 months of the contract award and the call center went live 2 months later.

While Remedy provides commercial grade applications for out-of-box IT Service Management and Customer Support solutions, we also can provide starter applications developed internally or shared by our customers and partners on our Developer Gallery. All of these applications are open and fully tailorable or customizable for your specific needs.

So whether your business is Fleet / shipboard maintenance, Engineering Support Services, Vehicle / SE PMS, Facilities Management, Aviation maintenance, Legal Services or HR / PSD issue tracking...AR System can provide a services management platform for your application. Additionally, it is already tested and validated in the NMCI environment and already in wide use across the Department of the Navy. Remedy delivers solutions based on common skill sets and a familiar user interface that give you the advantage of industry best practices in service management environments.