



Alta Via Consulting, LLC

VIEWPOINT

# Army Enhanced Support Services

## Supporting Daily Business At A Glance

Currently, the Army is fielding multiple systems to meet the requirements set forth by numerous external stakeholders including Congress, OSD and HQDA to provide transparency and to pass a financial audit.

The Army has decided to embrace Enterprise Resource Planning (ERP) functionality as the backbone for both operational and financial activities. This shift away from functionally silo'd systems and the meeting of the minds of both the financial and the operational communities represents a unique paradigm shift for the Army and presents distinct challenges in realigning and restructuring daily business operations.



**Alta Via Consulting: Process and Solution Architects for optimizing ERP environments**

### Path to a Comprehensive Solution

Drawing on our unique position as one of the integral solution architects across multiple ERP's in the Army's landscape, Alta Via Consulting is the ideal partner to engage with to provide additional support to help assist with the deployment of the Army's ERP systems.

Furthermore, as one of the lead data modelers for the Army's organizational and business process functions, our knowledge of the data structures and how they relate to your business is unmatched.

### Roadmap to Empowering Army's Decision-Makers

The expertise that Alta Via Consulting brings to your organization is not only specific to the Army ERP deployments, Alta Via is a preferred partner with SAP, the software system the Army has opted to utilize and meet the requirements outlined as part of the *General Funds Enterprise Business System (GFEBS)*, *Global Combat Support System-Army (GCSS-Army)* and the *Logistics Modernization Project (LMP)*.

Additionally, Alta Via Consulting has decades of experience with data modeling and data optimization as a method for providing the most robust, yet user friendly planning, execution and reporting of business activities. Lastly, with a staff of certified Project Management professionals and resources familiar with designing and delivering on-site support services, we can deliver a better trained and more adept Army workforce. Our approach of knowledge transfers and legacy system translations empowers your resources and ultimately eases your dependence on contracted services.

**"The support that Alta Via resources provided us before, during and after deployment was the most useful resource we received..."**

— Current GFEBS User

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## Alta Via Consulting, LLC

"A Better Use of Information"

**Support includes:**

**Battle Books** — Complete, organizationally specific translation from legacy system and data structures to new data structures and transaction flows.

Not just point, click and enter, but full business processes from start to finish on what you used to execute in legacy and what you will do in the ERP environment.

**Tier II Support** — Provide requirements planning, initial establishment and on-going support services for maintaining a Tier II helpdesk to provide additional user support.

Provide either Boots on the Ground, Virtual or hybrid support services to ensure that your organization understands not only how to execute, but also how to best utilize the ERP tools. Develop and achieve Service Level Agreements (SLA's) to provide expedited troubleshooting and problem resolution for organizations. Given our experience supporting Tier III ERP issues, we can accelerate trouble ticket resolution by best articulating the issues, ensuring proper routing, and delineating impacts.

**Knowledge Transfer** — Sharing our expertise to help your organization retain knowledge for the long term.

It's not our goal to hold dominion over our expertise, we believe knowledge is power and we want to teach your organization everything that we know. We distinguish ourselves by including knowledge transfer and training as a vital part of our solution, not just processing on your behalf to solve the issue at the moment. We want to give you the tools to understand the new landscape and how to navigate on your own.

**Reporting** — It's great that the transactions will work within the system, but how do you satisfy your reporting requirements?

We can help you crosswalk your legacy reports into the new ERP environment and provide saved reports that satisfy requirements at a detailed level, from a macro view to required departmental reporting. Given our exposure to the data model usage within and across the Army ERP's, we know better than anyone how inbound legacy data structures look and also how to align your reports with those out of the ERP's.

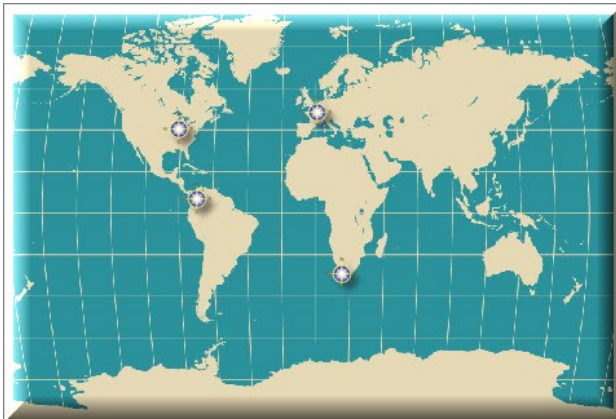
Additionally, our extensive knowledge of Web Services and offline reporting systems will allow you to quickly bridge the gap between the new ERP's and downstream systems.

**Process Reengineering** — Given our exposure to Army's legacy systems and processes and our experiencing with the replacing ERP's, we are best able to analyze your current processes, structures, and staffing and provide insightful options for internal process improvements and/or impacts.

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**About Alta Via Consulting, LLC**

Alta Via Consulting is a niche provider of advanced cost management solutions, planning and simulation, business intelligence and decision support services with a clear goal of helping clients achieve enterprise optimization. Our services offer costing insights and cost transparency that is often thought to be unattainable. Alta Via's mission is to serve as *the solution architects* — proving 'A Better Use of Information'.



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