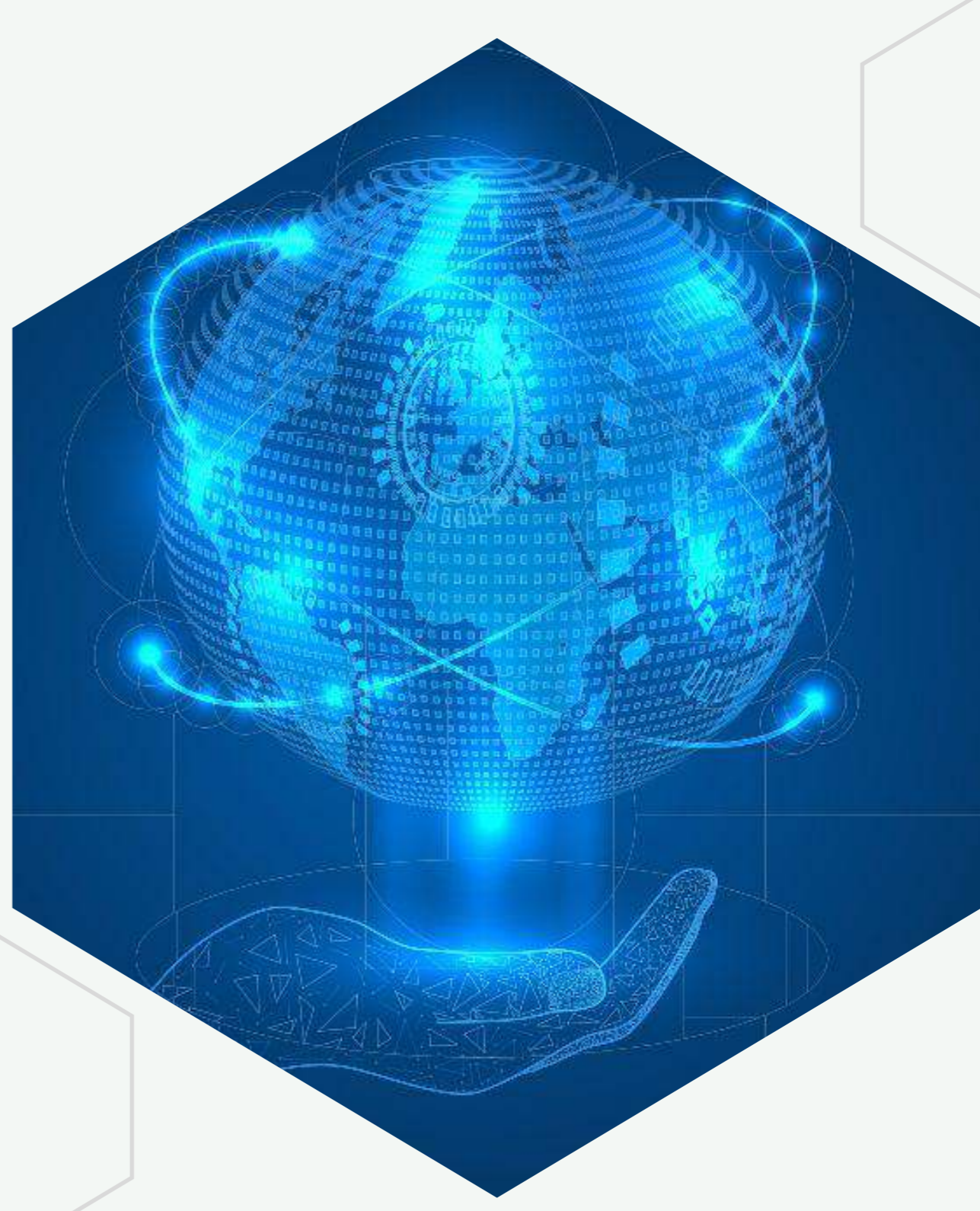


# Case Study

Streamlining Internal Operations Processes with Digital Transformation

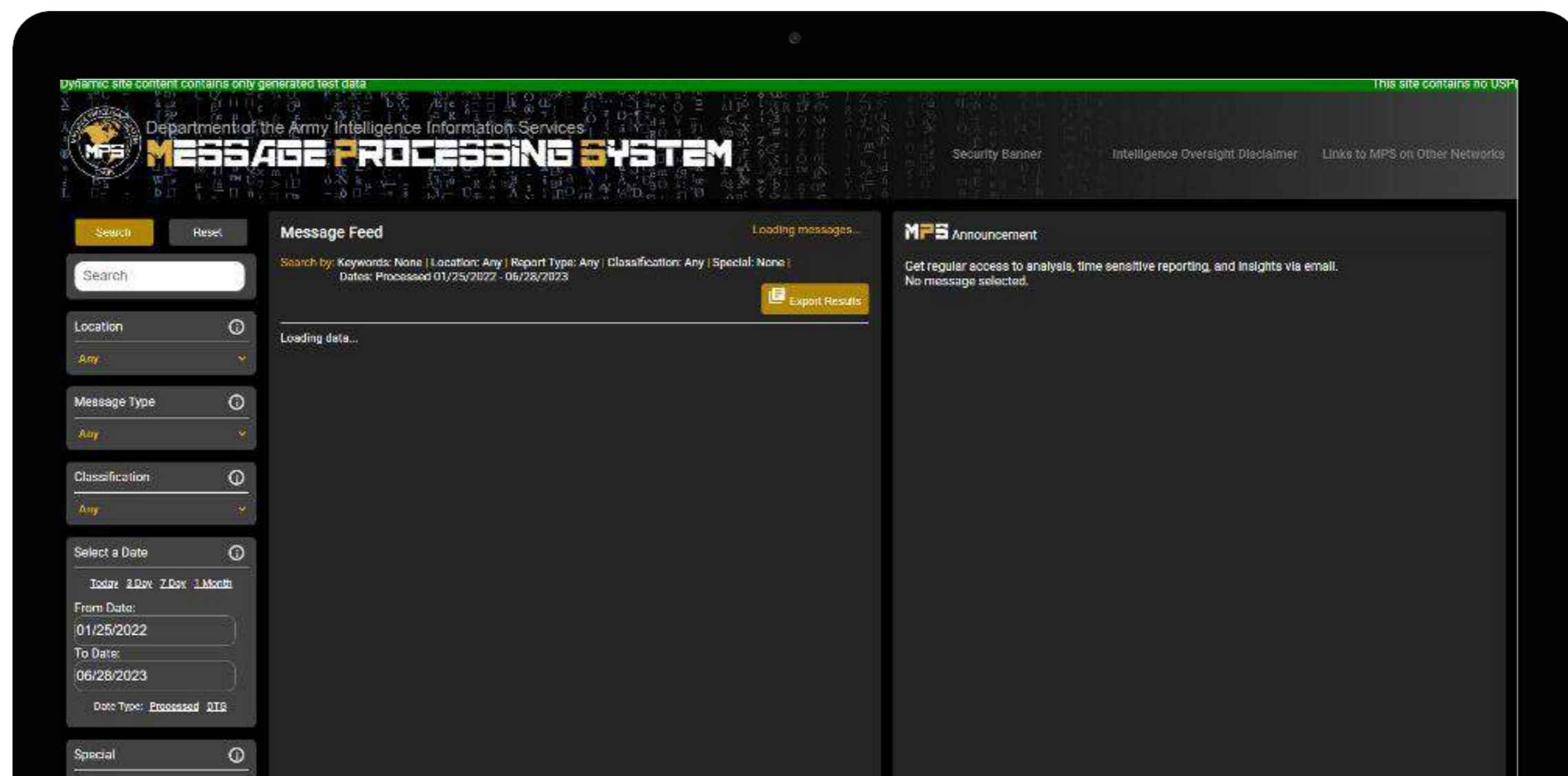


## The Customer

And Their Challenge

Life or death decisions. Such choices are, quite literally, what the **US Army Intelligence Security Command (INSCOM)** must make every day as a vital partner in critical intelligence, security and information operations. Because of this, it is essential that INSCOM maintain leading-edge technology on which to perform its internal functions, but developing and maintaining such a system can be daunting. INSCOM oversees many major subordinate commands as well as a range of smaller units. With over 10,000 personnel dispersed over 180 locations worldwide, INSCOM's outdated, largely manual system was extremely inadequate for the sheer size and diversity of its operations.

Stuck with muddled internal processes, outmoded technology, and no formal Software Development methodology, INSCOM needed expert level consulting assistance. **INSCOM chose i3solutions as its Digital Transformation partner charged with creating a permanent solution** that would be powerful, scalable, and integrated to ensure its mission would be carried out successfully.



## The Solution

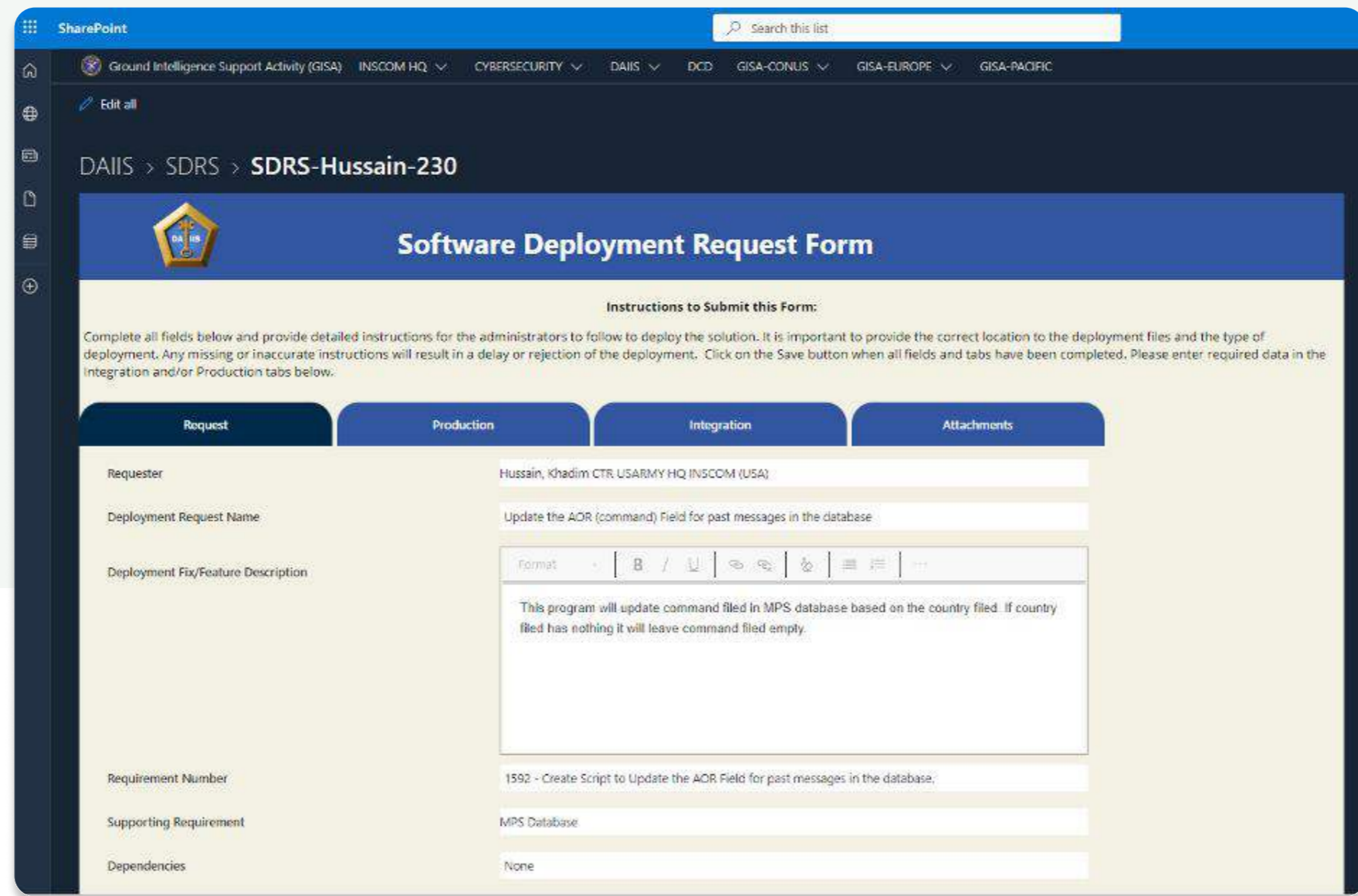
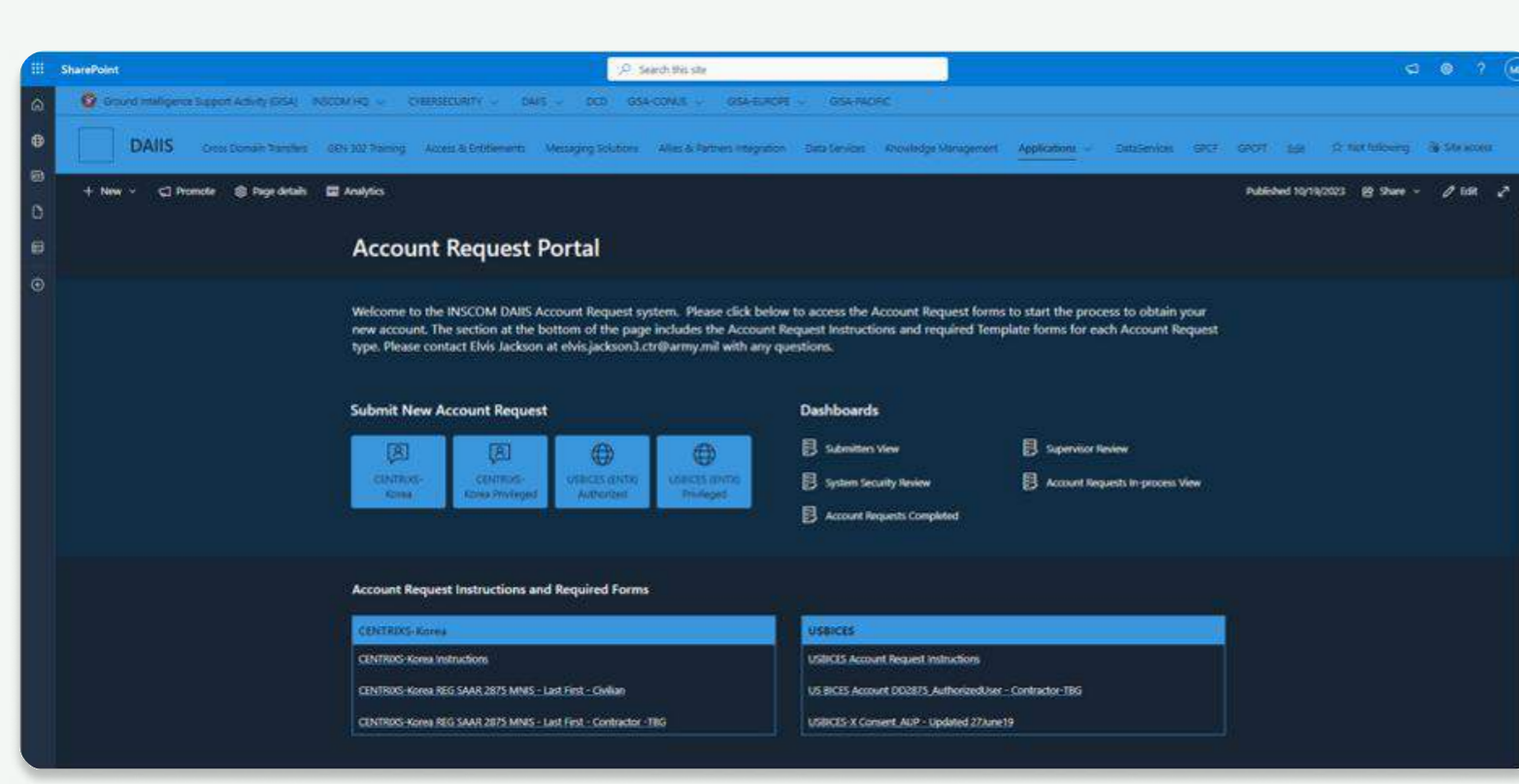
Digital Transformation and Support

INSCOM turned to **i3solutions**, recognizing their innovative prowess as the key to unlocking a sustainable solution. Drawing from over 27 years of expertise, i3solutions used its proven collaborative approach to create a system that would transform the way INSCOM functions. The goal was to streamline its internal operations processes through automation and the creation of workflows. To accomplish this, i3solutions needed to identify the issues and understand specifically what INSCOM needed in order to perform its critical mission. With the input of numerous stakeholders and users within 50 different Major Subordinate Commands (MSCs), requirements for the new system were determined and enhancements to existing solutions were identified.

In addition, **i3solutions developed process maps and wireframe diagram standards** to document the systems and processes to be automated and modernized. i3solutions' highly skilled consultants led the digital transformation of multiple workflow solutions to centralize and streamline INSCOM's internal processes. i3solutions developed custom SharePoint and Nintex forms and workflows to modernize INSCOM's outdated MS Access databases, Excel Spreadsheets, custom applications, and manual procedures. These innovative workflow systems are designed to enhance HR and Personnel protocols, streamline awards processes, and ensure compliance with regulations.

The new workflow methodology also strengthens other internal processes such as security and vetting, deployment and leave tracking, auditing, personnel hiring, authorizations, contracts management, task orders, obligations and payment data.

Data gleaned from comprehensive discussions was paired with i3solutions' formal documentation standards, to capture and track requirements and requested changes. **The result was a more formal Software Development Lifecycle and a Software Development Methodology that is now used across all of INSCOM's SharePoint and custom application development projects.**



## Technologies

Used in the Solution

i3solutions embarked on a journey of technological transformation, harnessing a diverse array of cutting-edge tools to propel INSCOM into the digital age:



Serving as the cornerstone of collaboration and information management, **SharePoint Online** provides a robust platform for INSCOM's internal operations. Its versatile features facilitate document management, team collaboration, and workflow automation, enabling INSCOM to streamline its processes effectively.



Leveraging the power of **JavaScript**, i3solutions enhanced the user experience within INSCOM's SharePoint environments. JavaScript facilitates dynamic and interactive functionalities, enabling INSCOM to create dynamic web elements, validate user input, and enhance overall usability.



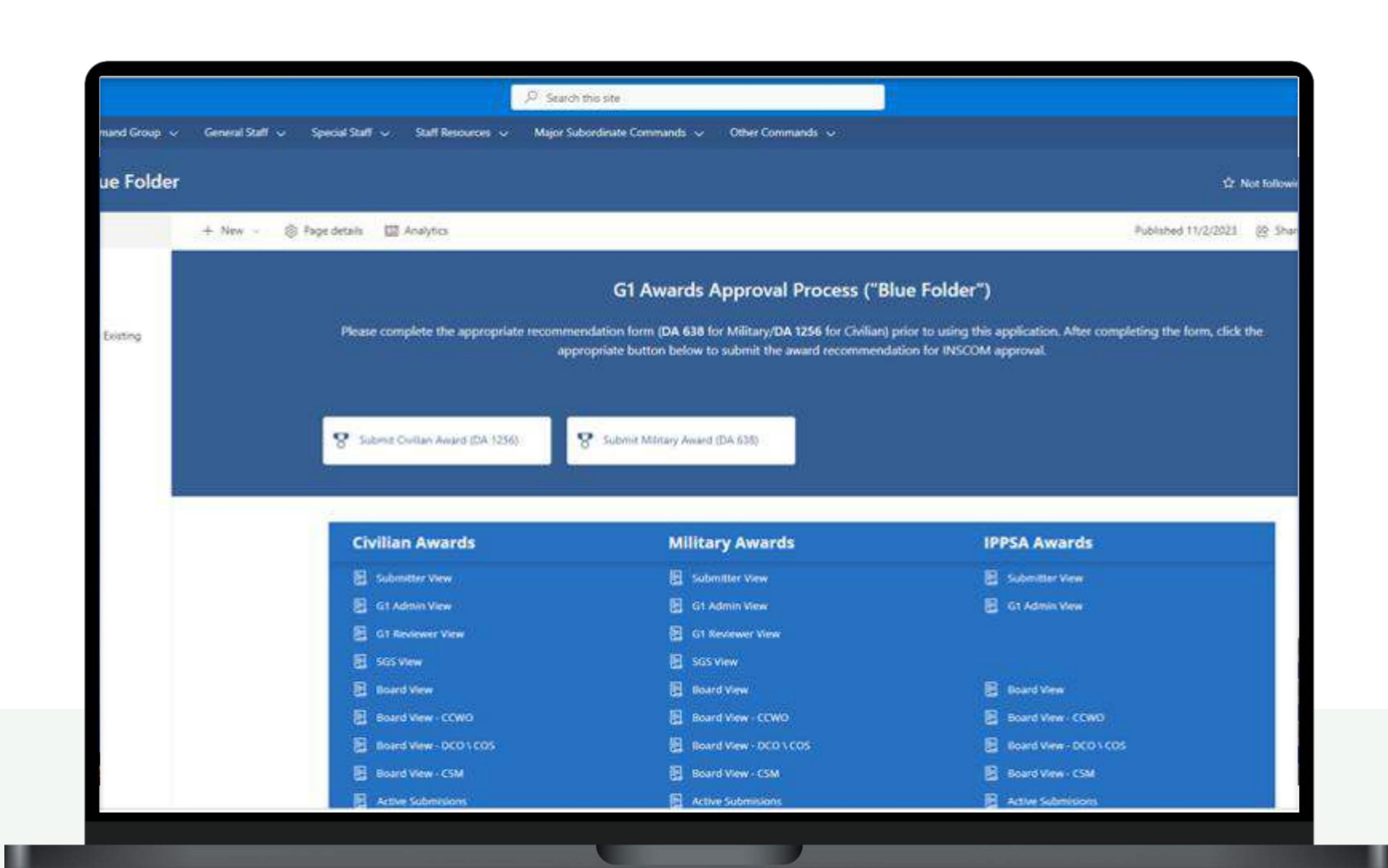
As an integral component of the solution, **Nintex Forms** empower INSCOM to create intuitive, user-friendly forms for data collection and process automation. With its drag-and-drop interface and advanced functionality, Nintex Forms enables INSCOM to design custom forms tailored to its unique requirements, enhancing user experience and efficiency.



By leveraging **JSON** (JavaScript Object Notation) and **REST APIs** (Representational State Transfer Application Programming Interfaces), i3solutions facilitated seamless integration and data exchange between disparate systems. JSON provides a lightweight, easy-to-parse data interchange format, while REST APIs enables INSCOM to interact with external systems and services, ensuring smooth communication and interoperability.



Empowering INSCOM with advanced analytics, custom application development, and workflow automation capabilities, **Microsoft Power Platform** revolutionizes operational processes. PowerBI offers powerful data visualization and analytics capabilities, enabling INSCOM to gain valuable insights from its data. Power Apps facilitates the rapid development of custom applications tailored to INSCOM's specific needs, while PowerAutomate enables the automation of repetitive tasks and business processes, improving efficiency and productivity across the organization.



## Measurable Benefits and Business Impact

i3solutions' transformative intervention delivered tangible benefits and catalyzed profound business impact across INSCOM's operations, setting the stage for sustained success and operational excellence:



### Enhanced Efficiency and Productivity

The development and custom workflow solutions using Nintex and SharePoint ushered in a new era of efficiency and productivity for INSCOM. By automating manual and repetitive tasks, these workflow solutions save hundreds of hours previously spent by personnel, freeing up valuable time and resources to focus on higher-value activities. This dramatic reduction in manual workload not only improved operational efficiency but also bolstered employee satisfaction and morale, enhancing overall productivity within the organization.



### Improved Documentation Standards

i3solutions' introduction of new documentation standards revolutionized communication and collaboration across INSCOM's Major Subordinate Commands (MSCs). By establishing clear and comprehensive documentation protocols, i3solutions mitigated confusion and ambiguity, significantly reducing the incidence of change orders and project delays due to missing or inadequate requirements documentation. This enhanced clarity and transparency fostered stronger stakeholder and alignment among stakeholders, facilitating smoother project execution and driving operational excellence.



### Streamlined Information Retrieval

The implementation of a centralized Dynamic Query Tool empowers all MSCs within INSCOM to search and query information captured and consolidated by various systems, with unprecedented ease and efficiency. By eliminating the need for time-consuming manual searches, this innovative tool streamlines information retrieval processes, enabling personnel to access critical data quickly and make informed decisions in real time. This enhanced decision-making capability improved INSCOM's operational agility and responsiveness, enabling the organization to adapt rapidly to changing circumstances and emerging threats.



### Enhanced Application Development Methodology

i3solutions' development of a formal Software Development lifecycle (SDLC) Methodology for INSCOM's SharePoint and custom application development projects marks a significant milestone in the organization's journey towards digital transformation. This standardized approach to application development ensures consistency, repeatability, and quality across all projects, resulting in faster implementation timelines and significantly fewer issues and changes from users. By streamlining the development process and enhancing project management capabilities, this methodology enables INSCOM to realize greater agility, flexibility, and scalability in its application development efforts, laying the foundation for sustained innovation and growth.