



## **Case Study: National Defense University: Implementation of a Complete Technology Solution**

ARServices, Limited (ARS) has implemented numerous technology solutions for both government and commercial clients. Following is an example of one of those projects.

ARS provided significant advice and assistance to the National Defense University (NDU) with their information technology planning, implementation, integration, maintenance, and training. The effort extended to the Armed Forces Staff College, National War College, and other Senior Service Schools. ARServices began this initiative by introducing a centralized vehicle that facilitated the consolidation and interface of all administration, documentation and management requirements/efforts of related operations. ARServices, provided personnel that participated in the review, development, and recommendations to resolve information migration issues that had plagued NDU systems processes for an inordinate period of time. Following this task, ARServices provided solutions and strategies that enhance the efficiency and productivity of administrative and management staffs. ARServices also performed hardware and software enhancements, essential to implement proposed solutions.

ARServices managed and staffed the response center that provided support and assistance to NDU students, faculty, and staff for hardware, network, and software application problems. ARS personnel recorded and tracked calls, resolved or reassigned calls, tracked the status of calls and used the structured database to generate statistics to analyze the nature of calls. ARServices also analyzed, evaluated and recommended the hardware, network and software application products for system enhancements and upgrades to ensure that the NDU information technology infrastructure remained a state-of-the-art environment.