

BUSINESS CHALLENGES

Only 28% of IT projects are successful. As documented in a variety of studies and analyses by organizations ranging from the General Accounting Office to universities, the top 10 success factors for IT projects are:

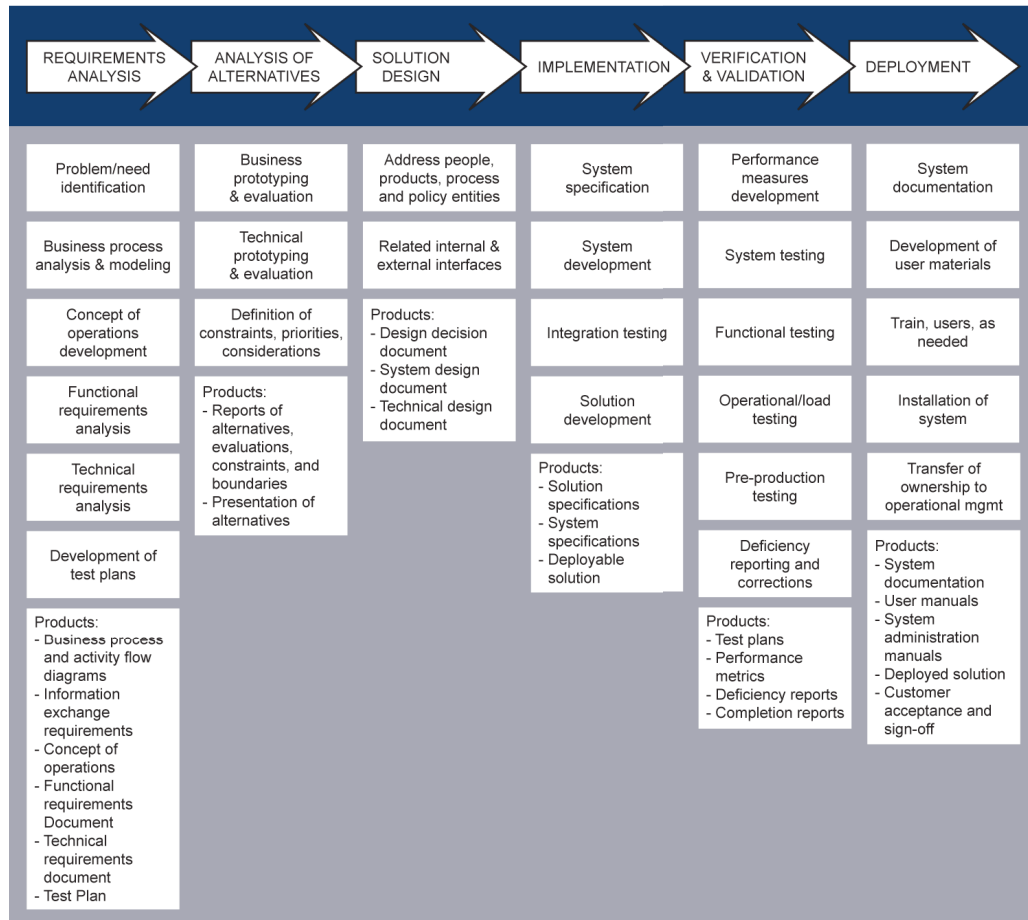
- Executive support
- Clear business objectives
- Firm basic requirements
- Other criteria
- User involvement
- Minimized scope
- Formal methodology
- Experienced project manager
- Standard software infrastructure
- Reliable estimates

HOW WE APPROACH

SuprTEK uses a team approach to address these issues together and make your program successful. We help you mobilize your organization's resources to achieve your objectives. The result is high level buy-in by other parts of the organization, more efficient use of contractor and government resources, and a higher probability of success.

SuprTEK recognizes that our customers have a wide variety of software and system development practices currently in place. Many clients have specific life cycle documentation requirements and preferred development methodologies. We are adept at methodologies - such as waterfall, incremental, rapid application development, and spiral -- and readily adapt these to the specific needs at hand. SuprTEK follows a robust solution engineering process as shown for a large, complex implementation. We also have used a COTS based implementation approach such as eRoadmap by Siebel/Oracle. SuprTEK generally recommends a rapid or spiral development approach to develop a solution quickly working closely with our customers. In that way, business/system owners drive the development and prioritization of business requirement and successful user acceptance of a fully deployable solution in a shorter time.

SUPRTEK SOLUTION ENGINEERING PROCESS



OUR CUSTOMERS AND EXPERIENCE

SuprTEK has performed this set of services for a wide variety of both Department of Defense and Civilian Agencies:

- Air Force Institute of Technology (AFIT): Application and web development of a multitude of systems including database systems, internet/intranet/collaboration sites, and student information system (SIS)
- Housing and Urban Development (HUD): Real Estate Management System (REMS) migration from a Cold Fusion web-based application with a Sybase database backend to a J2EE/EJB based 3-tier application.
- DOJ Justice Management Division: Systems engineering design, development, and administration support over the DOJ Justice Data Center Distributed Systems including Unix/Linux, Windows, Web/Intranet, and SANs
- Case Studies included below

CASE STUDY – NO. 1



Engagement: Joint Operations Command Center (JOCC) Design, Development, and Operations

Background: Washington DC law enforcement agencies need coordination of activities and responsibilities during emergencies and events. Emergencies such as 9/11 and the sniper shooting, and events like the IMF demonstrations, President Reagan Funeral, and President Bush Inauguration



Solution: The JOCC, a state-of-the-art command and communications facility to provide inter-agency coordination and collaboration, includes:

- Interagency communications via wireless devices and virtual private networks
- Field-deployable cameras with visual enhancement technologies (night-vision; weather effects defeat)
- Voice-over-IP and Video Teleconferencing
- Geospatial Systems and Flight Tracking
- Event Management
- 24x7x365 operation during the high alert situation

CASE STUDY – NO. 2



Engagement: US Army, Surface Deployment and Distribution Command (SDDC)

Background: SDDC provides services to DoD linking shippers to carriers and tracking the movement of freight, cargo, personnel, and household goods. A single sign on (SSO) was required to allow customers to access multiple systems through one account and one login through digital certificates

Solution: Web-based solution (Intermodal Global Operations) enabling SSO across 60+ SDDC systems with over 60,000 users. This realized an estimated annual cost savings of \$3.5M while improving the overall security posture.

- SSO through 1) user-id/password, 2) Common Access Card (CAC), 3) Digital Certificate
- Implementation of DoD PKI / PKE security guidelines
- Later, included authentication for all SDDC web services
- RAD development best-practices along with Microsoft best-practices guidelines for web application development and deployment
- System migration from the old Electronic Transportation Acquisition (ETA) system
- System (hardware/software/database) administration and maintenance
- Provide knowledge management and CTI support for the SRC call center
- Technology: ASP, .Net, SQL Server 2005, Microsoft IIS