



impact

Issue 65 - Government Contractors



High standards of delivery for Mission Critical Systems



Array Information Technology Inc. (ARRAY) is an Information Technology solution provider that focuses on the US Federal Government marketplace. Headquartered in Greenbelt, Maryland, ARRAY has key offices in Vancouver, Ohio, Alabama, Florida and California.

ARRAY is a nationally-recognized small business that has received various state and regional awards for its growth achievements. With the capability and leadership of a medium-sized business, the company retains the agility of a small business and is known for its employee-friendly culture and its ability to drive success for its clients through Applied Innovation.

Between 2007 - 2009, ARRAY enjoyed a significant growth spurt which expanded the operational and delivery responsibilities from a staffing company to one that managed the delivery of services to clients. It was clear to the company's leadership that this required a high level of process maturity and quality to ensure the continuation of the best quality services. Mr. Sumeet Shavrastava, President, explains, "Many of our senior managers

had previous experience with the benefits of adhering to the ISO principles and as such, it was decided that we needed to aggressively move forward with the process implementations for ISO 9001 Quality Management, and ISO 27001 Information and Data Security."

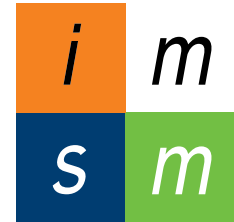
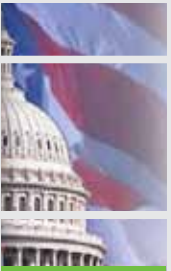
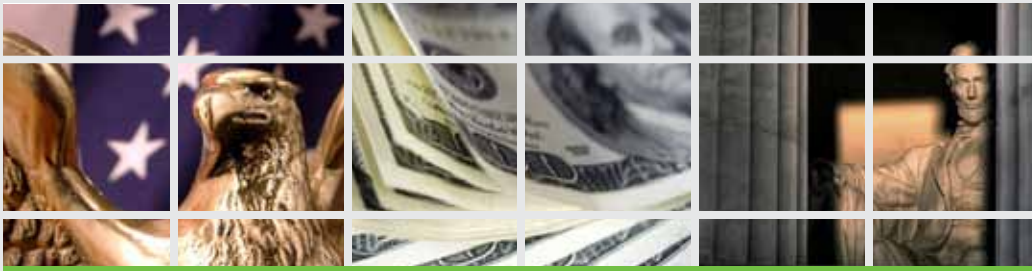
Management hired a dedicated Quality Director on the ARRAY side, Bijan Samanta. Early in 2010 he developed a long-term program to implement the processes required, as well as to oversee the training and roll it out across all operations. The other critical link was IMSM who, according to Mr. Shrivastava, "Really made things happen. We knew that it was critical that we partner with a company that could provide overarching guidance throughout the effort. IMSM gave this support. They provided the strategic

services to ensure we had an executable plan, but also checkpoints along the way to keep us on the right track."

ARRAY's leadership is convinced that implementing a comprehensive yet straightforward Quality Management System (QMS) is vital to delivering the high level of services that clients expect for their mission critical systems. Mr. Shrivastava is confident that the new QMS will help the company achieve their goal of delivering services on a timely basis, to the highest quality and within tight budgets.



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iso specialists

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Demonstrate maturity with quality 'milestones'

Pragmatics is a mid-tier federal government contractor with various important IT contracts with numerous defense and civilian agencies, offering a broad range of in-depth services in addition to its core software engineering.

Pragmatics achieved ISO 9001 Quality Management and ISO 20000 Information Technology Management, due to client expectation as Ms. Kim Nguyen, Vice President of Special Programs, explains, "Many of our clients had come to expect these certifications. For us, they weren't so much differentiators as things that allowed us to even be considered."



Obtaining the ISO standards was not a trivial exercise, although Ms. Nguyen believes that it was definitely worthwhile, "The IMSM Consultant worked in close collaboration with management, helping us to review the baseline, explaining the auditing expectations and assisting us as we reviewed every procedure and sought to maximise efficiency and quality. "With IMSM's help, Pragmatics learned to follow ISO processes in every aspect of the business. Ms. Nguyen believes the ISO's show that Pragmatics has achieved a high level of maturity and quality, regarding them as 'milestones' demonstrating that the company "ensures high-quality deliverables on time and within budget."

The ISO's have made Pragmatics more confident in hiring the right expertise, ensuring every process is repeatable with the right benchmarks in place. Ms. Nguyen believes the certifications are a key factor in their reputation and success, "Having these high international standards is essential for all companies in this industry that want to stay in the game."

An objective benchmark that clients can count on



InfoZen is a leading provider of IT Services, developing and implementing solutions for federal government agencies and select private sector clients. Infozen became ISO 9001 Quality Management certified to fully demonstrate its dedication to quality service.

IMSM helped InfoZen through the certification process, giving firm and pragmatic advice on how to improve existing procedures. Larry Lawrence, Senior Process Design Engineer, explains, "There weren't many fundamental changes, but we had to document everything much more carefully. IMSM were extremely helpful in making sure all the right contract information was in place and ensuring that correct procedures were always followed." IMSM regularly audits the firm, helping them to apply continuous quality improvement measures as the company grows. ISO 9001 helped InfoZen to set up guidelines that make it easier for the company to deliver optimal results. Mr. Lawrence says ISO 9001 offers flexibility, allowing employees to switch between different areas and contracts more easily, "ISO 9001 gives employees certainty that they know and can follow procedures rather than just doing their own thing."

Infozen's clients request their suppliers and contractors follow industry best practice hence the widespread approval of the company's ISO. Mr. Lawrence concludes, "ISO 9001 is an objective benchmark that clients can count on. Having it certainly helps us to win contracts."

Quality as an active member

Synteras is a management consulting firm helping federal agencies achieve continuous improvement across the entire enterprise and extended supply chain. Clients include the U.S. Military and the Dept. of Homeland Security.

Synteras pursued ISO 9001 as a result of market drivers increasingly requiring federal contractors to prove certification in globally accepted standards. The certification process was challenging, but the flexibility meant it could be tailored

to the growing firm's specific needs. IMSM provided thorough information and expert guidance, helping to generate the quality manual. Director of Operations, Steve Chiodini, believes the ISO 9001 has made an important difference, "Before, quality was a silent partner in our operations; now it is a very active member. We are now laser-focused on delivering the highest quality services to our clients. ISO 9001 proves to potential clients that we are serious about delivering quality services in the demanding environments of the federal marketplace."

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