

CASESTUDY

FINANCIAL SERVICES



SMOOTH, SEAMLESS & SUCCESSFUL TRANSITION

CHALLENGE

The Federal Aviation Administration (FAA) tasked The MIL Corporation (MIL) with automating the FAA's recurring monthly, semi-annual, and annual lease commitments, as well as award modifications. These processes needed to be automated to eliminate the risk of making late payments to lessors.

SOLUTION

MIL streamlined the development of the automation process by proactively speaking directly to the sources and regional department leads regarding their concerns and to discuss potential complications. By addressing these issues upfront, our team was able to mitigate potential problems before they even occurred. MIL also built a formal alliance with the FAA Maintenance and Distribution Team, allowing for open and beneficial communication. MIL has since taken a more active role in the weekly lease automation meetings, which allows real-time resolution for department issues.

As a result, MIL developed correspondence tools and templates to enhance the system for communicating the automation result outputs to specific regions and organizations. Our team assisted in developing a process outline and map for Facility and Equipment (F&E) payments. Additionally, MIL worked with the Real Estate (RE) manager to obtain specific requirements to coordinate the creation of an ad-hoc report that assists the community with correcting the current flaws in the process.

MIL's Lease Automation Team (LAT) met with the RE Manager to identify process requirements, user acceptance requirements, and critical defects that will be addressed in a new or revamped process. Because of

our extensive help desk experiences and familiarity with the current system structure, MIL was able to assist with developing a flow chart that shows the real estate community how the LAT process works within PRISM, FAA's procurement application. Ultimately, this document allowed RE management to recognize and capture specific weaknesses in their overall process. MIL also managed and facilitated developer understanding of Procure to Pay business process needs. MIL considered many critical success factors, including: strong communication with managers; collaborative tool use; and the identification of a manual process capable of automation.

BENEFIT

By using MIL's proven transition approach and methodology, the FAA experienced a smooth, seamless and successful transition of their lease automation services. MIL established and implemented a client-approved transition plan, successfully transitioned support services within 14 days, and has decreased turnaround time and increased productivity by more than 200% over the past year. The MIL Lease Automation team has received multiple kudos and letters of recognition for their extensive knowledge, problem solving ability, and continued professionalism.