RightStar Systems
Success Stories

Defense Logistics Agency
Defense Supply Center Richmond
8000 Jefferson Davis Highway, Richmond, VA 23297

RightStar was contracted by the Defense Supply Center Richmond (DSCR), one of three Inventory Control Points of the Defense Logistics Agency, to provide on-going Service Desk Express support and customizations. DSCR was an early adopter of SDE, using it for multiple functions outside of CRM and its IT service desk desk. RightStar’s SDE on-site support includes database administration, screen creation, software maintenance, and requirements development.

In addition to internal help desk support, RightStar has provided technical design and implementation of several applications, all running on the SDE platform, including:

Defense Travel Service (DTS) Support
To support a TRW/Northrop Grumman DTS initiative, DSCR uses SDE to track level two trouble calls when issues arise with the DTS automated travel ticketing system. Level three calls that cannot be resolved on-site are transferred to the TRW/Northrop Grumman help desk, which also uses SDE. This application will be made available to all DLA Centers with DLIS as the application host.

Computer Room Security Access
Entry into the DSCR computer facility is granted with the assistance of an SDE application. RightStar assisted with the business processes to grant and track visits by contractors, employees, and visitors. Several business rules were designed, including a request to automatically close a request when the visitor’s expiration date comes due.

Oracle DBA SLA Monitoring
Using the SDE SLA module, DSCR DBA activity is tracked in relation to SOW requirements, timeframe, and budget constraints.

Tasker Management
Assignments handed down from both inside and outside the agency are tracked in SDE’s Incident and Work Order modules. Taskers are assigned to teams (SDE Groups), and the Team Leaders (Group Administrators) are in turn responsible for assigning the Taskers to individual staff members. The due-date function and email notification reminders are used to ensure that Taskers are completed on or before the assigned suspense date.

Benefits to DLA
This application consolidation has resulted in significant process efficiency and increased effectiveness to DSCR. RightStar’s primary task was to support the integration of additional software into the existing SDE software system. RightStar’s success in accomplishing this task, including asset management, security request and reminder management, request and complaint tracking, and SLA monitoring, represents a significant “lesson learned” in terms of service desk consolidation and assimilation of IT infrastructure with the outcome significant cost savings at DSCR.

RightStar, a leading IT consultancy and BMC Software Elite Solution Provider headquartered in Vienna, VA, has grown progressively since its inception in 2003. It has made the INC 500 list in each of the last 3 years. The company’s driving force is to make “every customer a reference” through the provision of outstanding IT Service Management solutions and to do so without compromising honesty, ethics, and integrity. RightStar is currently a finalist for the 2011 National Capital Business Ethics Award to be announced later this year. Most recently, RightStar was awarded high honors as BMC Software’s “2011 Top ESM North American Solution Provider: Public Sector”.

Where Service Management comes for Support

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