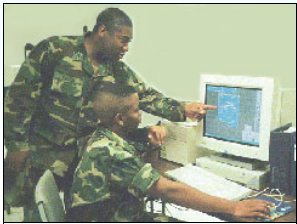


Providing Quality Support to Customers



CSSAMO

One of the biggest challenges any Army unit faces is keeping its logistics automation systems running smoothly. Downtime means decreased readiness, lost training time and potentially wasted dollars. LMR has the answer to keeping your systems running and your operators trained. Our CSSAMO (Combat Service Support Automated Management Office) programs keep you up and running!



LMR delivers logistics automation support to U.S. Army Reserves

The USARC has contracted with LMR for more than 60 CSSAMO technicians located in 24 states and Puerto Rico. Our personnel are responsible for providing support to over 7,000 logistics systems through a combination of help-desk responses and site visits.

During the past year we processed over 50,152 actions with an average completion of less than 4.2 hours.

CSSAMO technicians conducted 12,794 unit visits in 50 states, Puerto Rico, Guam, American Samoa, and Europe.

In addition, there were 25 workshops conducted to provide hands-on, one-stop



specialized assistance to operators.

Not all problems can be accomplished through help desk calls. Another aspect of the USARC CSSAMO program is our Mobile Customer

Assistance Teams (MCATs). These highly trained teams provide assistance for all automated logistics systems when the need arises for on-site support.

(Continued on back)

LMR trains the U.S. Army's CSSAMOs

Since July 1999, under contract to CASCOM, we have provided CSSAMO training classes for: ULLS-G, ULLS-A, ULLS-S4, SPBS-R, SAMS-Level 1 and 2, and SARSS. Currently classes are conducted at the Army Logistics Management College (ALMC) at Ft. Lee, Virginia. In September 2002 we completed a total revision of the course, including the development of a Distributed Training Vehicle (DTV) to



be completed by all students prior to their arrival for resident training. This DTV

will reside on TRADOC's Reimer Digital Library. The redesigned resident course teaches students hands-on troubleshooting and diagnostics in two separate

courses – a three-week Maintenance Systems Course and a two-week

Supply Systems Course. Since the program's inception we have conducted more than 80 iterations of CSSAMO resident Phase I and Phase II platform instructional training in Europe, the National Guard's Professional Education Center (PEC) in Little Rock, Arkansas, and at ALMC.

LMR is committed to providing the quality training that gives the Army a quick return on its investment.

CSSAMO Support

(Continued from front)

port at customer locations.

In a continuing expansion of support to the U.S. Army Reserves, LMR has developed and implemented a web-based STAMIS Tool Box, www.usarstamis.org.

Tool Box offers unique aids to operators, commanders, staffs, and CSSAMOs.

Such features as “Tips and Tricks”, Problem Database, Knowledge Database, STAMIS Database, FTP Database, STAMIS Software, End User Manuals, and numerous publications associated with logistics make it a “one-stop shop” for “any box, anywhere, anytime”.

Access to the features is limited by password and individual requirements.

LMR’s commitment to our



customers is to provide the full range of support to automated logistics systems

and their users. We’ll keep you trained, on-line and communicating.

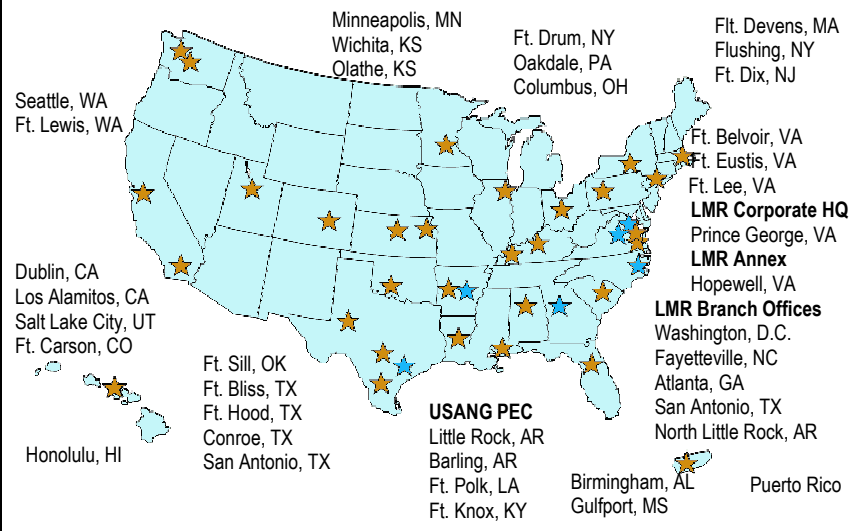
Mission-ready personnel

LMR's highly skilled workforce specializes in the research, design, development, implementation, fielding and training of equip-

ment and automated logistics systems. Our staff consists of former military and Department of Defense career professionals who

have broad experience and expertise in the areas of concept and doctrine development as well as in the conduct of detailed studies/

LMR locations across the U.S.



analyses and data collection / management. LMR employees excel at performing business process re-engineering, functional logistics system development and administration, system fielding and training and system sustainment support.

For more information

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Commitment to Quality

Logistics Management Resources, Incorporated is dedicated to delivering reliable, top-quality products and services to all of our customers and, in particular, to the military and civilian members of the Armed Forces. LMR’s corporate headquarters is now ISO 9001:2000 certified.



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