

Providing Quality Support to Customers



SCX

Logistics automation systems downtime causes decreased readiness, ineffective use of funds and lost manhours. With the pace of today's military operations, this is something no organization can afford.

The United States Army Reserve Command (USARC) asked LMR to find a way to reduce system downtime. LMR's answer to that is the SCX.....

Support Goals

- ◆ Provide replacement systems within 24 hours of Work Order receipt.
- ◆ Repair and return systems within 24 hours of equipment receipt.
- ◆ One stop support for STAMIS hardware repairs/system rebuilds.
- ◆ Total Life Cycle Management.
- ◆ USAR Single Site for automation fielding.

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STAMIS Computer Exchange

The SCX provides USAR units with a centralized operation for all logistics STAMIS repairs. A key part of this operation begins with an element outside of the SCX: the CSSAMO. LMR CSSAMOs are located in each of the CONUS and Pacific RRCs. They are the first step in determining whether a customer has a hardware or software problem.

Software problems are resolved by the CSSAMO, but if a hardware problem is found, they submit a work order request to the SCX for a line replacement unit (LRU), which can be a CPU, monitor, printer, or other system component. If the LRU is a CPU, the SCX will load the applicable STAMIS software on the system, and if available, restores the units latest backup data. The LRU is then shipped to the unit/CSSAMO via FedEx overnight/next day delivery. Included in this shipment is a prepaid/addressed label for return ground shipment of the broken LRU.

Upon receipt, the replacement LRU is unpacked and connected in place of the broken LRU. The broken LRU is then packed in the box the replacement LRU arrived in and returned to the SCX via FedEx ground shipping. The SCX standard is to provide an operable system to the unit within 24 hours of work order receipt.

LRU's which must be repaired and returned follow the same process, with an exception: the unit/CSSAMO must first ship the broken LRU to the SCX for repair. Upon receipt, the defective LRU is tested to determine repairs required. The system is then repaired and returned to the unit, also with a standard of within 24 hours of equipment receipt. If the system is deemed non-reparable, a replacement system is configured and shipped to the unit. This type of operation would normally be performed on servers used for SAMS-I/TDA operations. Additionally, if a system does not meet USAR minimum specifications, it will be identified for disposal.

The USARC G4 has also designated the SCX as the centralized location for fielding and upgrading of all logistics STAMIS for the USAR. This is a significant indicator of the key role the SCX now plays in providing quality service to the USAR.

The SCX provides the USAR with an integrated capability to maintain and sustain Standard Army Management Information Systems (STAMIS) and Commercial Off-the-Shelf/Non-Developmental Items (COTS/NDI) automation hardware, support for new equipment fielding, and a resource for other automation assistance, thereby enhancing automation readiness posture USAR wide.





Core Competencies

LMR's core competencies include program management and support; system design and integration; system development and troubleshooting; system implementation and training; logistics research, analyses and consulting; and, system and database administrative support.

Our functional capabilities cover the areas of: SAP, maintenance management, supply and inventory management, transportation and traffic management, deployment/redeployment management, aviation logistics management, information systems management and material readiness management.

Mission-ready personnel

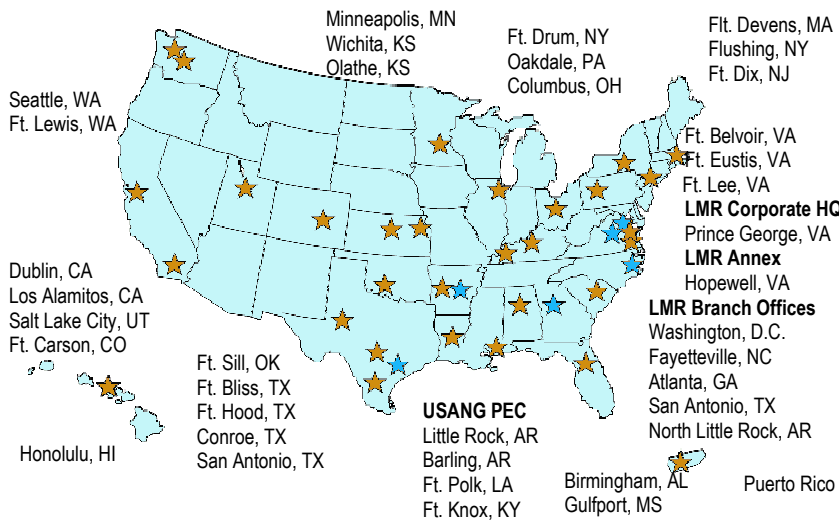
LMR's highly skilled workforce specializes in the research, design, development, implementation, fielding and training of

equipment 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/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.

LMR locations across the U.S.



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 ISO 9001:2000 certified.



Visit our website at:
www.lmr-inc.com



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