

action



Action is a strategy set in motion. We know that our real value lies not in the solutions we provide, but in the results our clients realize, which can only be achieved by embracing change and implementing a new course of action.

We begin by presenting clients with alternatives for reaching their goals, and together select the plan that will yield the best results. We then guide clients through the challenges of implementation and change, aligning people, processes, systems and organizational structures. Change is a challenge for every organization; people are required to take on new roles and adopt new

ways of working. We help provide the support they need, working closely with management to plan these transitions and make them as seamless as possible.

Our goal is to create a dynamic organization that is capable of continually meeting its strategic challenges, a fluid enterprise that meets current objectives and is designed for superior performance and sustained success.

Mauritius Police Force Telecommunications Overhaul

SITUATION

The island nation of Mauritius' Police Force (MPF) had been struggling with old, incompatible radio systems for decades. The U.S. Trade and Development Agency provided Mauritius with a grant to aid in the development of requirements for a new emergency communications system, and to prepare tender documents for the procurement of this new system. d/ap was selected to conduct the project, with RCC Consultants working as a subcontractor.

APPROACH

d/ap conducted a thorough analysis of existing radio systems and supporting business processes, procedures, and organizational capabilities, including all major MPF units, such as the Fire Brigade, Emergency Medical Services and the Coast Guard. d/ap also traveled throughout Mauritius to understand the terrain and its impact on communications, as well as existing communications towers and equipment, and other factors likely to affect the new system's design and operation.

RESULTS

d/ap delivered a vendor-ready tender (RFP) containing all requirements for a comprehensive communications system, as well as a comprehensive proposal evaluation tool to assess both technical specifications and cost, ensuring MPF gets the best value for their money when selecting a vendor for equipment and service implementation.

Testing Network Ordering and Billing System for GSA

SITUATION

In 2007, the General Services Administration (GSA) Networkx program awarded Government-wide telecommunications contracts to five Tier One telecommunications providers. d/ap was selected to lead the testing of the ordering and billing systems for each awardee to ensure and certify that their Operational Support Systems (OSS) were working correctly.

APPROACH

Drawing on their experience in Systems Development and Testing, Service Enablement and Revenue Assurance, and using a structured testing methodology, d/ap ensured that required test cases were run in each providers' system. Test data was developed, and d/ap monitored the process.

RESULTS

d/ap's OSS testing revealed 499 serious defects in the provider OSS systems, which required correction before the awards were made effective. Using structured testing processes and established industry record formats, d/ap's testing process ensured that the Networkx contracts would allow services to be ordered quickly and billed accurately, saving workers thousands of hours and taxpayers millions of dollars.