



Solutions Delivered. Problem Solved.

*“MMC has been a value added supplier to our help desk/
call center for the past several years, and have consistently
delivered what they promised”*

*Dave Capossela
EDS Help Desk Manager*

Department of Defense Defense Manpower Data Center (DMDC)

MMC supports the development and implementation of multiple technical and service enhancements to the existing Defense Enrollment Eligibility Reporting Systems (DEERS) as a subcontractor to EDS. DEERS verifies the medical eligibility of Department of Defense (DoD) beneficiaries at every military treatment facility around the world. Since 1984, DEERS has helped the DoD reduce payment of ineligible healthcare claims by nearly \$1 billion and provided users with real-time data access. DEERS contains over 17.2 million beneficiary records linked by an extensive voice and data communications network to uniformed service installations.

The enrollment and eligibility component of the DEERS system was designed to meet the eligibility certification requirements of a wide range of health care providers and services. Uniformed service personnel officers can query the eligibility database, as well as write current information to the DEERS data records using online personnel update transactions and the Real Time Automated ID Card System (RAPIDS).

MMC Scope of Work

MMC employees have worked on-site at the DMDC facility in Alexandria, Virginia for more than seven (7) years. MMC staff includes Tier I and Tier II help desk support, Telecommunications/ Network Engineers and Data Consumables Clerks. The call center environment is a 24x7 operation. Tier I and Tier II Help Desk Coordinators provide customer service for an inbound call center that supports hardware, software, and communications for various DMDC applications, including DEERS.

DMDC maintains the largest archive of personnel, manpower, training and financial data within the DoD through a database of more than 27 million records for members of the seven uniformed services, retirees, and family members.

Core DMDC Services:

- **Call Center Operations**
- **Contingent Workforce Management**
- **Help Desk Operations**
- **Project Management & Delivery**
- **Transition Management**
- **Direct Placement**



105 Decker Court, Suite 150
Irving, TX USA
(972) 893-0100 (800) 779-2505
www.mmcgrp.com