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*“Balancing Requirements, Costs, and Technology  
to Exceed Client Needs”*

## **U.S. Department of Treasury - Treasury Communications System Northrop Grumman**

MMC supports Northrop Grumman on the Treasury Communications System (TCS) contract, a 300-person 10-year project, to maintain the private data network infrastructure of the Department of Treasury and its bureaus. The TCS is the largest secure, civilian agency, private wide-area communications network in the federal government and MMC is the largest-volume information technology subcontractor on the project. MMC provides staff augmentation services, business process reengineering, and applications development services.

### ***Staffing Augmentation***

MMC provides operations center staffing, including applications development, telecommunications engineering, provisioning and project management office technical support services. The 24/7 operations center monitors the continuous performance of the network, which comprises more than 1,200 separate locations.

### ***Business Process Reengineering***

MMC performed business process reengineering and redesign of Northrop Grumman's invoice and billing system for TCS, including:

- Documenting existing policies, procedures, and workflows
- Identifying user needs for improvement
- Implementing recommendations to improve work flows and provide faster response times
- Developing detailed design documents to support application development projects

In addition, MMC supported the integration of a commercial off the shelf enterprise technology asset tracking system to enhance management control over program assets and software.

### ***Applications Development***

MMC was also responsible for the development and maintenance of two web-based applications for Northrop Grumman's project management office, which included a management reporting application for monthly billing information and an application built to track and manage the status of billing issues and inquiries from clients throughout the Treasury Department and its bureaus.

MMC continues to operate and maintain these mission-critical applications, as well as deliver project management, business process reengineering, documentation of applications and business processes, and systems development and maintenance capabilities in a CMMi Level 3 environment.

### ***Results***

Following implementation of the web-based management reports and the billing inquiry tracking system, services are more efficient and accurate with better financial accountability and billing inquiries have declined significantly, from almost 100 per month to less than five per month. The resolution time has also been reduced significantly, from an average of about five months to less than one month.



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