



Staff Augmentation: Case Study

U.S. Army Recruiting Command



AMERICAN SYSTEMS provides qualified contractor personnel to the U.S. Army Recruiting Command (USAREC) to perform administrative and clerical support duties at 242 recruiting company locations worldwide.

AMERICAN SYSTEMS has clearly demonstrated the ability to accomplish the following tasks:

- Develop and execute a personnel plan that starts the process for hiring and training qualified personnel
- Develop and execute a recruitment plan that starts the process for recruiting qualified personnel from all geographic areas that require service
- Develop and execute a retention plan that retains a stable workforce
- Manage the contract over the multi-state and multi-time zone operation
- Demonstrate problem solving techniques
- Develop and execute a continuous improvement-based quality control plan

Challenge

We needed to recruit, hire, populate, train, and operate a new staff augmentation program in less than 30 days.

Issues

We had to hire and train over 200 personnel who are widely dispersed geographically in multiple time-zones, and we had to complete the task in 30 days.

Solution

American Systems developed comprehensive plans for transition activities, recruiting, quality control, and management oversight; and centralized all functions into a multi-faceted program management office (PMO). Because of these centralized functions, all functional areas had corporate oversight and support.

Benefits

We hired and trained over 200 personnel in fewer than 30 days and effectively supported the Army's critical recruiting program. By taking over the administrative duties, American Systems freed the active-duty recruiters so that they could concentrate on their primary mission — recruiting soldiers.

About AMERICAN SYSTEMS

Founded in 1975, AMERICAN SYSTEMS is one of the largest employee-owned companies in the United States, generating 2005 revenues of \$275 million. Based in the Washington, D.C. suburb of Chantilly, Virginia, the company provides consulting, systems engineering, technical, outsourcing and staff augmentation services and solutions to government and commercial customers throughout the country. AMERICAN SYSTEMS' 1,500 employee-owners are committed to delivering the highest-quality solutions to every client.

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