



## CASE STUDY

## SUBSCRIBER UPDATE SERVICES

## SOLUTION

Under a full and open competition, ACG was awarded a five year IDIQ with \$25mm ceiling by an Air Force Major Command. The statement of work required both new subscriber units and update services to the existing fleet of mobile and portable assets. During a four year span, ACG provided integrated logistics plans, deployment support, asset management reporting and program management support for approximately 3,500 mobile and portable radios to all bases and operating locations of the Command.

Concurrent with managing the logistics of new equipment distribution, ACG engaged with the customer for the collection of approximately 10,000 subscribers to be upgraded to Air Force standards for encryption, compliance to P25 standards, and enhanced capability to execute Over the Air Programming. ACG successfully orchestrated the collection, upgrade and return process, providing program management, radio programming services, and preventative maintenance checks (PM). When applicable, cursory repairs were provided. As a part of this service, ACG captured and delivered serialized data for reporting asset/configuration management.