

# ERP in Action: USAMMDA/USAMMA Solutions

## Medical Readiness on a Global Scale

**Summary:** Tasked with optimizing business practices for the U.S. Army Medical Materiel Development Activity (USAMMDA) and U.S. Army Medical Materiel Agency (USAMMA), ERP not only uncovered meaningful cost savings, but has maintained continuity in the midst of a global pandemic, helping to keep the warfighter in a ready state at all times.

ERP's continued mission in supporting USAMMDA and USAMMA is to provide medical materiel fielding, medical logistics, and medical maintenance services throughout the world.

### The challenge: Harness ERP expertise and tools to optimize medical readiness

To improve USAMMDA/USAMMA operations, ERP was called upon to optimize the agencies' life cycle management in support of its business practices and mission — including medical materiel readiness and logistics support, as well as distribution of medical equipment and medical materiel sets, to all Army active-duty, reserve and National Guard units.



**Our Customer:** The USAMMDA is the Department of Defense's (DOD) Life Cycle Management Command and materiel release authority for Class VIII commodities. Under Army Force Generation (ARFORGEN) and subsequent models, its agencies develop new drugs, vaccines, devices, and medical support equipment that enhance readiness, ensure the highest quality medical care, and maximize the survival of battlefield casualties.

USAMMA provides worldwide operational medical logistics support, including fielding, sustainment and centralized management of readiness-enabling contingency programs.

## The approach: Adopt performance-based initiatives to achieve program optimization



### Expertise

Leveraging ERP's core skills and technologies, our SMEs redesigned and instituted changes — from deliverable performance workload reporting to data-driven analytics performance reporting — that identified contract level of effort (LOE) based on agency performance requirements.

Our Program Managers readily adapted and transitioned the performance requirements of contract personnel to meet shifting stakeholder priorities — incorporating “cradle to grave” project management for materiel fielding initiatives.

To stay ahead of the development and integration of new web-based logistics intelligence tools, our SMEs regularly become proficient in new technologies, ensuring we can train and assist supported organizations in the navigation, interpretation, and use needed to sustain readiness.



### Alignment

Working closely with the customer, our team of experts was able to:

- Assist Army Commands (ACOM) in the development and publication of materiel disposition policies in alignment with current Army regulations and policies.
- Review and analyze current materiel fielding business practices, publications, and policy alignment to provide updates and process improvement recommendations, which were then adopted and implemented.
- Design and publish the Force Design Update project plan for the conversion of all Army Combat Support Hospitals to the new Field Hospital Center modular configuration.
- Assist USAMMDA Materiel Product Managers on website design improvements, as well as materiel set and equipment support publications.



### Leadership

Upon being awarded the contract, ERP teams reconstructed the contract org chart to support a more linear approach to program performance, along with better communication and increased flexibility in cross-leveling critical skills within the program.

When COVID-19 created greater limitations and restrictions, our team quickly adapted, ensuring no drop-off in performance. Despite the adverse conditions, we maximized technologies and web-based intelligence tools to sustain our client support, including expanded logistics and readiness training within USAMMDA professional development courses, for all supported agencies and Foreign Services.



## The results: Impactful savings and program improvements

**Cost savings.** Providing detailed analysis and recommendations, we drove documented cost avoidance of \$110,205,941 on USAMMDA agencies' asset capabilities, and \$29,559,018 on their materiel accountability, divestiture, capture, and sustainment.

**Program improvements.** As a result of our performance focus, data is now flexible enough to meet both customer needs and USAMMDA goals and business practices — detailing contract performance while supporting client data, expenditures and cost avoidances. The data is analyzed for decision-making processes and maintained for historical reference. Contract performance data showed:

- Client (USAMMA) issue mitigation: 42% LOE
- Client-to-customer issue mitigation: 35% LOE
- Extended Support:
  - Active Army: 83% LOE
  - Army Reserve: 6% LOE
  - National Guard: 4% LOE
  - Echelon Above Brigade: 7% LOE

**Continuity during abnormal conditions.** The ERP team was quickly able to adjust to changes in fielding schedule on short notice:

- Continuing to meet all USAMMDA requirements during the Covid-19 pandemic.
- Completing 13 fielding missions on time and without any pandemic issues.
- Handling 61 different units during the 13 fielding missions.
- Handing off over \$32,000,000 of equipment and supplies in a 7-month period (USAMMDA discontinued fielding for 3 months during the pandemic).
- Maintaining the pace of fieldings upon new contract award, while adding 5 Logistics Analysts (LAs) to the contract.

### DOCUMENTED COST AVOIDANCE

# \$110M+

**in organization asset capabilities**

# \$29M+

**In materiel accountability, divestiture, capture and sustainment**

To hear more about this or other transformational ERP solutions, visit [erpinternational.com](http://erpinternational.com).