

JCB Partners provides performance management solutions for companies providing services to the United States Dept of Defense and FEMA Logistics Civil Augmentation Program (LOGCAP). These companies provide contractor support and logistics for service members around the world, encompassing practically all activities required to run a city in any environment – such as meal service, sanitation, waterworks, fire fighting, security, logistics, and more.

//WE LISTEN

JCB Partners provides performance management solutions for companies that provide the U.S. Department of Defense (DOD), coalition countries, and FEMA with multi-functional logistical services during contingency operations worldwide. These multi-billion dollar contracts require transparency and efficiency and that's exactly what JCB delivers.

Many LOGCAP contractors are compensated based upon how well they meet or exceed delivery targets set by their government contracts. If they meet or exceed delivery targets across metrics such as generator uptime or meals served by providing superior service, they are awarded additional compensation. As a result, LOGCAP contractors have a great incentive to proactively monitor key delivery metrics and document their performance so that they can take corrective action and ensure that they meet and exceed required targets.

Some contractors have attempted to manage this by assigning people to track work order metrics manually using Excel. This manual process, can require several people to consolidate multiple spreadsheets and ultimately to disseminate the consolidated results back out to stakeholders. This manual process can take weeks to get information to leadership that needs it to make business decisions. In addition, this process is prone to errors and inconsistencies across spreadsheets, which can make it difficult to audit and substantiate claims to review boards about above-standard performance providing core services and resolving critical issues.

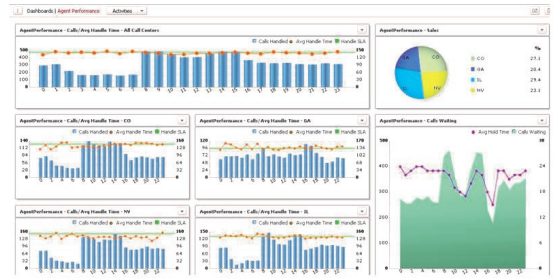
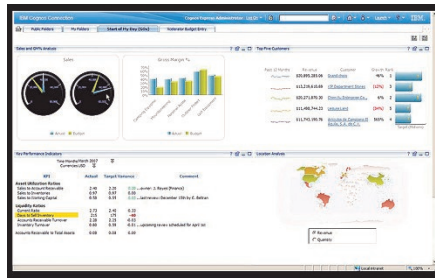
//WE SOLVE

Recently JCB Partners delivered a performance management solution for one such LOGCAP contractor. We started by provided our client with a review of their current reporting model and delivered an assessment report on how it could be improved.

The solution that JCB delivered uses the core reporting and metrics capabilities within IBM Cognos 8 Business Intelligence. It allows contractors to remotely monitor performance at each location around the world and to report that performance to the Award Fee Evaluation Board (AFEB) and other stakeholders with greater speed, efficiency and fewer errors. Providing a higher degree of transparency and accountability gives LOGCAP contractors a competitive edge when contract renewal talks begin.

//WE SOLVE Continued

JCB Partners' gives contractors the ability to use metrics scorecards to track the current status of delivery metrics, variance of actual values versus targets, and historical trends of each metric. The solution also includes seamless integration from the scorecard directly to more detailed reporting, tracking a particular metric to ever deeper levels of detail. Perhaps most importantly, it is a vehicle for the consistent, rich delivery of performance information to the AFEB.



//BENEFITS

As a result of this solution, contractors are able to monitor more metrics than ever before, formalize metric definitions and calculations to ensure consistency across globe, and improve the efficiency of this core performance process. Further, the productivity of people involved in this process is greatly enhanced. With this solution, contractors can expect to be able to monitor service levels more quickly and accurately, enabling them to improve their service delivery, substantiate their performance, and generate greater fee awards. In a contract worth billions, revenue could be increased by millions of dollars.

//THE JCB DIFFERENCE

At JCB, we think strategically, from start to finish, determining the most effective and sustainable way to utilize technology and resources to drive business forward. We start small, helping companies realize results quickly while establishing and embracing a culture of analytics. And we accelerate systematically, continually assessing the larger picture as we apply learning's and progress logically.

The JCB difference comes by working hand-in-hand with our clients to deliver a solution that solves the immediate issues around service delivery performance management, and sets the stage for future performance improvements.

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