

# Transform Your IT Operations with MDC's Proven GFEBS and ServiceNow Expertise

## Introduction

The Defense Health Agency (DHA) relies heavily on the General Fund Enterprise Business System (GFEBS) for its financial management operations. The GFEBS Service Desk serves as a critical support mechanism, aiding DHA personnel in resolving technical and operational issues that arise within the system, and providing real-time support along with foundational training and provisioning.

Upon initial deployment, the DHA encountered several challenges, including handling the volume of support requests, efficiently addressing user issues, and managing the migration to GFEBS. MDC stepped in to improve the DHA's GFEBS experience, offering tailored enterprise service desk support, onsite user support, ticket management, issue resolution, instructor-led workshops, role provisioning, and customer feedback.



## Our Impact

MDC has provided exceptional enterprise service desk support to the DHA, significantly impacting their daily operations. Here's a summary of our achievements:

### Numbers:



1,200 Users

**Over 1,200 users supported:** We have actively supported a large user base within the DHA, ensuring their GFEBS Support needs are met efficiently.



4,800 Cases

**Over 4,800 cases resolved:** We have successfully resolved a significant number of cases, demonstrating our ability to address various user issues effectively.

## Impact and Benefits:



**Improved user experience:** Our prompt and effective support improved user experiences and allowed DHA personnel to focus on their core tasks with minimal disruptions.



**Increased productivity:** We have helped the DHA maintain high levels of productivity, exceeding service level agreements to resolve over 85% of incidents received monthly.



**Enhanced efficiency:** Our streamlined support processes have optimized the DHA's GFEBs service desk operations, leading to increased efficiency and cost savings.



**Reduced downtime:** By resolving issues quickly and effectively, we have minimized downtime for critical systems and applications, ensuring the smooth functioning of the DHA's financial operations.

## Training:



**Over 153 workshops conducted:** Our dedicated training team has conducted over 153 workshops across the DHA GFEBs user community.



**Over 2,300 users trained:** We have successfully trained over 2,300 DHA GFEBs users, orchestrating on-the-job training through live demonstrations to manage the transition from legacy systems to GFEBs.

## Customer Feedback:

*"I just wanted to write a note to let you know that the DHA GFEBs team has been extremely helpful to us with all of our GFEBs questions and help that we need. They don't just show us how to do things but teach us so we learn how to do it ourselves. They are always accessible and willing to go the extra mile while helping us learn to do things the correct way. Just wanted you to know we appreciate them very much!"*



## Conclusion

MDC's track record of managing over 21,000 GFEBs and Payroll ServiceNow tickets for DHA, coupled with our successful deployment of three DHA instances—and ongoing work on a fourth—underscore our expertise and strategic use of ServiceNow. Our approach not only ensures precise ticket management and insights for data-driven decisions but also showcases our proficiency in system implementation and digital solutions. This positions MDC as a trusted IT Service Management leader committed to operational excellence and customer satisfaction.