SG SYSTEMS

SG SYSTEMS
SOLUTIONS
FOR
ED
(DEPARTMENT OF EDUCATION)

THE CUSTOMER

The Office of Business Support Services (OBSS) at the Department of Education (ED) acts as the central IT authority for the Office of Financial Operations (OFO), ensuring the operations, security, and maintenance of their critical financial infrastructure. In this role, OBSS is responsible for all IT activities affecting the OFO systems, services and applications that are operating on ED's hosted platform (PIVOT-H), commercial shared services platforms, or Federal shared services platforms.

THE CHALLENGE

The Department of Education's Office of Business Support Services struggled with its Acquisition Management System (AMS), which was unable to adhere to evolving requirements and provide essential functionalities. AMS was affected by the following issues:

- Outdated and antiquated software that would have taken the vendor more than a year to update
- Manual processes that hindered efficiency and productivity across operations
- Incomplete solutions that could not comply with the department's needs and essential functionalities, such as integration with Oracle Business Suite, or G-Invoicing to streamline intragovernmental Buy and Sell transactions, causing inefficient processes prone to failures and vendors ceasing providing support.

ED OBSS faced significant challenges in modernizing AMS into a fully integrated and automated system that addressed end-to-end acquisition, business, and financial processes. As a result, user experience was compromised, and OBSS failed to meet new business needs and functionalities required for effective acquisition management.

SG SYSTEMS

THE SOLUTION

SG Systems procurement process lifecycle:

- Stakeholder engagement

- Requirement gathering (Performance work statement)

- Market research.

- Potential vendor shortlist.

- Technologies and evaluation criteria recommendations

- User training and support.

THE BENEFITS

OBSS swiftly implemented the roadmap crafted by SG Systems for transforming, automating, and scaling ED's Acquisition Management System and mitigating the prior challenges. As a result, OBSS was able to successfully meet its objective of providing modernized AMS across all the program areas within the Department of Education. Key value drivers of the solution provided by SG Systems include:

- 5% savings: SG Systems solution was 5% below the Department's budget.

- 10 years of in-advance coverage in ED: SG Systems solution ensured sustained efficiency without frequent updates or overhauls

- 6 month time frame: SG Systems developed the procurement process within a 6 month time frame, staying on the Government's schedule

- Treasury PAM and GTAS compliance

SG Systems provided procurement methodologies and consulting that enabled ED OBSS to deploy an Oracle Business Suite and G-Invoicing integration to address the challenges encountered in modernizing its Acquisition Management System (AMS). Our specific knowledge of the ED acquisition process combined with a robust requirement gathering and empathy interview methods, allowed us to convert customer needs into a comprehensive scalable solution, resulting in an advanced and comprehensive Acquisition Management solution for OBSS