

## Operations Enhancement & Enterprise Modernization

### Client Issues and Challenges

The new **VA for Vets Veteran Support System** required an enhanced, paperless case and issue processing structure that would significantly increase efficiency within the coaching system. Given the sheer volume of veteran cases, paper dependency is inefficient, costly, and puts sensitive data at risk. The VA for Vets Veteran Support System will be automated through architecture design changes, installation support services, software changes, configuration support and customization services to facilitate case related correspondence and development. The VA for Vets Case Management System (CMS) will continue to be integrated with VA for Vets Core services to utilize the tool in an enterprise correspondence capability.

### Project Services and Solution

**Architech Solutions (ATS)** was tasked with improving a Knowledge Management System (KMS), a knowledge base containing articles dealing with specific veteran cases. Utilizing **features only available in the Appian 7.2 release**, ATS created the functionality for coaches to create articles within KMS to answer frequently

#### Client:

Department of Veterans Affairs (VA)  
VA for Vet Case Management System

#### Project Features

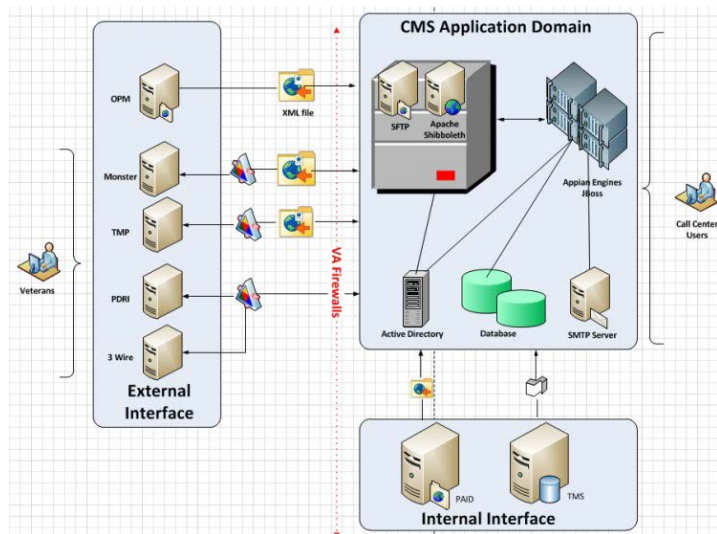
- ✓ BPM Solution Delivery
- ✓ Case Management
- ✓ Mobile Application Development
- ✓ Appian Application
- ✓ Government Client

asked questions regarding veterans' cases.

The ATS team was brought on after the existing CMS was built, which had been designed to require otherwise unnecessary human interaction. Processes could have been better automated, and in addition, poor design and hard coding caused inefficiencies and inaccuracies in the application, requiring the implementation of several hot fixes from the ATS team.

When ATS joined the project, there were **over 100 trouble tickets** logged by system users. Tickets revolved primarily on user account issues, incorrectly populated data, incomplete registration errors and improperly coded business rules which caused processes to error at particular nodes. **The ATS team solved every ticket, and then coordinated with the help desk team to confirm resolution and restoration of full functionality.**

ATS established a Milestone Schedule, including pertinent dates, a statement of work, and a level of effort for each development cycle. Furthermore, ATS gathered, analyzed, and documented all Technical Requirements for the VA for Vets KMS and Mobile CMS applications.



The requirements were translated into detailed specifications with user interface mockups where appropriate. ATS worked directly with all the interfacing VA for Vets systems and diagrammed the physical architecture, and ensured that all system requirements were met. ATS has also worked with the VA for Vets security system to **ensure proper integration and access control was embedded into the final solution**

### Success and Client Benefits

One of the primary responsibilities of Regional Veteran Employment Coordinators (RVECs) is to register veterans in the CMS and the Web Portal. Prior to the ATS release of Mobile CMS,

RVECs at events around the country would record veteran information using pen and paper, only having to reenter the data online at a later time. ATS personnel led each of the phases of the project including:

- Business requirement gathering
- Functional requirements definitions
- Architectural designs

*ATS created a process for mobile devices which mimicked existing on-paper registration procedures. Coordinating the customization and release of the VA for Vets mobile application, **ATS enabled RVECs to register veterans only once, at any time, and from any location.** Furthermore, in an effort to provide more reporting functionalities, sub-processes were created to manage events and regions, enabling RVECs to link a veteran's registration to the event or region of interaction.*

### About Architech Solutions (ATS)

Architech Solutions, LLC (ATS) provides Operations Improvement, Modernization, Automation Solutions, BPM & CRM Professional Services to a wide spectrum of client business areas which include: Federal, Healthcare, Financial, Insurance, Retail, Realty, Legal, and Telecommunications.

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  - Holder of Current GSA Schedule
  - Located in Metropolitan Washington, DC.
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