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Case Study: Perkins Technical Services



Background

Perkins Technical Services provides Power Supply Docking Stations (PSDS) to our troops as a solution to dismounted communications. PTS gives warfighters the ability to use tactical radios in a continuous, reliable and cost-effective fashion. The radios offer communication in fixed and semi-fixed environments, without batteries or deadlined vehicles using AC/DC power.

Challenges

Before working with Odyssey, PTS had to manually enter RFID and UID data into the government's website Wide Area Workflow (WAWF) for the purpose of Advance Ship Notice and invoice submission. This system was ineffective, especially for long-term success. Invoices were also rejected on fairly regular basis due to clerical errors. Manually creating labels, recording numbers and getting the information into WAWF continually proved to be difficult and very time consuming. Hank Perkins, Director of Operations at PTS, knew that this was not a sustainable model for the business.

Objectives

- Meet Department of Defense requirements
- Implement an easy and streamlined process for producing labels
- Create a more efficient and effective solution without the need for PTS to hire additional employees
- Prevent invoices from becoming rejected
- Ensure PTS gets paid



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Solution

The Odyssey team has seen these issues many times and knew exactly what PTS needed. Odyssey's solution allows the company to perform all tasks related to DoD label and unit marking, shipment and invoice processes at one push of the button. The asynchronous activities that usually occur during this process are now completed in one integrated solution through Odyssey.

In addition, because government compliance requirements are always changing, Odyssey prioritizes customer support when it comes to all products and services. Odyssey is continuously available and accessible for PTS when they have questions regarding printers or labels. "We know their people," says Perkins. "They're always there and helpful, and we've always been able to get them on the phone to handle any issues."

Results

PTS has been working with Odyssey for seven years and processes every DoD MIL-STD 129 and MIL-STD 130 required order that it sells via Odyssey services. The company easily submits all data as prescribed, per contract and enjoys compliance with all DoD requirements.

PTS is now able to:

- Receive electronic award notifications
- Create all MIL-130 n UID marks
- Incorporate UID and RFID data into electronic transmission to WAWF
- Produce the physical MIL-129 label as outlined in MIL-STD 129r
- Marshall RFID for exterior case and pallet compliance
- Send all shipment and invoicing data directly to the DoD

Using Odyssey has also saved PTS the resources and effort that would be necessary to hire additional staff and add to the payroll. "In order to do what Odyssey has done for us, we would have needed to hire one or two more people, so we are saving a lot of money," says Perkins.

"We get paid. Invoices are completed much quicker, and Odyssey handles everything."