

## Summary

The 83rd U.S. Army Reserve Readiness Training Center (ARRTC) turned to Rivera Group to manage its Training Automation Support Services (TASS), which included hardware/software support, database administration and WAN/LAN operations at the following locations:

- ▶ ARRTC - Fort Knox, KY
- ▶ Joint Base McGuire-Dix-Lakehurst (JBMDL), NJ
- ▶ Camp Parks, CA
- ▶ Fort McCoy, WI

Rivera Group continues to support ARRTC's mission preparing soldiers and civilians for complex and uncertain environments with expert IT support that is stable, secure and efficient.

## About Rivera Group

Rivera Group is a certified SDVOSB software development and IT consulting firm with deep roots in the U.S. military. Our work spans DoD and Civilian agencies, where we specialize in large enterprise IT solutions. Learn more about our services and products like **EAGLE6**, a predictive modeling tool that protects your IT infrastructure from unwanted behaviors, by visiting [www.riverainc.com](http://www.riverainc.com).

## 83<sup>rd</sup> U.S. Army Reserve Readiness Training Ctr.

Rivera Group manages ARRTC Training Automation Support Services

### The Challenge

The 83rd U.S. Army Reserve Readiness Training Center (ARRTC) is an academic institution accredited by the U.S. Army Training and Doctrine Command (TRADOC) and civilian agencies to prepare soldiers and civilians to prevail in complex and uncertain environments through education and training, with 38 courses in the areas of:

- ▶ Leadership
- ▶ Sustainment
- ▶ Security
- ▶ Readiness

ARRTC needed help managing Training Automation Support Services (TASS), which included software support, database administration, hardware maintenance and WAN/LAN operations for four separate locations:

- ▶ ARRTC – Fort Knox, KY
- ▶ Joint Base McGuire-Dix-Lakehurst (JBMDL), NJ
- ▶ Camp Parks, CA
- ▶ Fort McCoy, WI

Additional technical support was needed at the Non-Commissioned Officer Academy (NCOA) Command Post of the Future (CPOF), located at Fort McCoy, as well as the Regional Level Automation System (RLAS), located at Fort Knox.

ARRTC wanted a contractor with a proven track record of managing complex, multi-site operations efficiently and cost-effectively, who could handle all the necessary management, staffing, equipment and other details required to successfully perform all TASS-related services.

### The Solution

Rivera Group hit the ground running and quickly set up Tier 2 touch support, systems imaging, software support, database administration and hardware maintenance for more than 2,000 systems across the locations, as well as simulation support for the CPOF, a C2 software

system that allows commanders to visualize the battlefield, make critical decisions and communicate with others, up-and-down the chain of command.

We also managed the following:

- ▶ File transfers
- ▶ Electronic mail
- ▶ File services
- ▶ Data backups
- ▶ IT administrative and analytical support
- ▶ Internet and logon authentication

## Results

Due to our extensive experience in each of these disciplines, we have retained this contract since 2012, keeping the ARRTC mission operational 24/7/365. Our performance evaluations are a testament to this level of expertise.

“They were well-prepared, reliable, knowledgeable and professional,” said one assessor. “They regularly developed approaches and processes improving performance.”

## Other comments included:

- ▶ **Quality:** “The contractor’s performance providing support for the Regional Level Application Support (RLAS) Training System and Command Post of the Future (CPOF) training simulator was at a highly professional level. Contractor personnel were knowledgeable in every aspect, and provided reliable and timely support. Complex issues were resolved with a minimum of disruption to training. Every solution was documented in detail.”

### NAICS Codes

- ▶ 518210-Data Processing, Hosting & Related Services
- ▶ 541511-Customer Computer Programming Services
- ▶ 541512-Computer Systems & Design Services
- ▶ 541513-Computer Facilities Management Services
- ▶ 541514-Custom Computer Programming Services
- ▶ 541519-Other Computer Related Services

### Prime Contract Vehicles

- ▶ GSA 8(a) STARS II
- ▶ GSA Schedule 70
- ▶ US Army CECOM SEC NEXGEN

### Socio-Economic Status

- ▶ Certified Small Business - SBA
- ▶ Service Disabled Veteran Owned Small Business (SDVOSB)