



Instant Velocity with a Fresh Approach

Fresh Haystack software offers 45% Improvement in EOD wait time for Department of Homeland Security (DHS) U.S. Immigration and Customs Enforcement (ICE) Contract

STNet, a prime contractor for Motorola on the Immigration and Customs Enforcement (ICE) contract, was seeking a way to manage and maintain information for entrance on duty (EOD) submissions and badging. With a clear goal of processing staff quickly and efficiently so they could manage work and recognize revenue, STNet came to Fresh Haystack (FRESH HAYSTACK) with a need for a robust and full service solution for personnel submissions and tracking.

Within four weeks, FRESH HAYSTACK was operational on STNet's networks and cases were in full process within six weeks. With the stated goal from Jimmy Fitch, the STNet Program Manager, that they needed a solution that was transparent, quick, fast and inexpensive, FRESH HAYSTACK stepped in and was able to offer a solution that was nimble and effective.

To standardize the process, FRESH HAYSTACK issued contingent offer letters, collecting and submitting security and contract documentation, tracking status, information and feedback loop status, on a continuous basis. The communication was full circle, with updates shared with applicants, project personnel, government, and internal business stakeholders alike. "The impact was immediate, with project metrics and reports increasing," stated Fitch.

"I was asked if we could integrate into other areas of the company," said Sushila Kapour, President of STNet, "we could tell if a job applicant would meet the suitability factors of our target agencies, which cut our recruiting costs," said Kapour. As the metrics continued to improve, the government began to take notice.

"Quickly, we came to the understanding that to have more efficient processes, we had to use the FRESH HAYSTACK system – for us it was the best way to apply current industry best practices to augment our competitive advantage," said Fitch. As the team looked at continual improvement processes, efficiency became the driver for decisions vs. the singular goal of compliance.

It was then that STNet realized they could use the system to push the efficiency and quality initiatives to gain certifications such as ISO9001. "We were excited to support STNet and Motorola on this critical contract," stated Chris Hagenbuch, "our ultimate goal is to save our clients time, offer customizable solutions, and decrease total cost to market, enhancing project metrics across the board."

The end result?

- 75% reduction in man-hours necessary to manage submission and security processes
- 45% reduction in entrance on duty (EOD) wait time as it related to project schedule performance and revenue enhancement.
- Elimination of ICE personnel security office rejections for incomplete documentation