

Asset Management at Work for the Armed Forces

Case study: United States Coast Guard

The Client:

The United States Coast Guard (USCG) is a member of the Armed Forces and is responsible for patrolling our nation's waters. The United States Coast Guard is tasked with a variety of missions reflecting the conglomeration of services that currently function under the USCG. These missions include but are not restricted to law enforcement, search and rescue, marine safety and environmental protection (including lighthouses), as well as national security and military preparedness. The USCG traces its history back to August 4th, 1790 when congress sanctioned the creation of 10 vessels for the purpose of tariff enforcement and to prevent smuggling. The modern United States Coast Guard is an integral component of our nation's national security infrastructure.

The Situation:

The United States Coast Guard is an exceptionally diverse organization. It functions as a collection of numerous formerly independent organizations such as Revenue Cutter Service, the Life Saving service, the Lighthouse Service, the Bureau of Marine Inspection and Navigation, as well as numerous other services. Since the Coast Guard is a conglomeration of so many diverse organizations it has an exceptionally wide range of assets that it needs to utilize to operate effectively. These Assets include:

- Standard office assets (desks, tables, etc)
- IT assets
- First responder devices
- Water crafts of various sizes
- Helicopters and planes
- Military/weapon assets

Given the exceptionally varied nature of these assets, the asset management problem facing the USCG was no simple matter. For every type of asset the USCG had it needed to be able to account for them in an inventory or audit, understand the rate at which they were being utilized, as well as be able to check in/out each item.

The Solution:

The United States Coast Guard approached E-ISG with their asset management needs in early 2008. The USCG chose to use Visual Asset Manager (VAM) Enterprise, which allows for direct data importing into Visual Asset Manager. The USCG chose VAM Enterprise because it had been using VAM because it allowed for broader scope of implementation then other asset management systems. The USCG chose to utilize bar code scanners to use in conjunction with VAM for data collection as well as part of the property pass generator. Property pass generator

allows the USCG to have a paper trail that denotes exactly when an asset is being allocated/rented and by whom the device is being used. This system adds an added layer of user liability and overall security. Furthermore, it shows how and when assets are being actively used. By utilizing VAM enterprise the USCG would be able to generate reports on asset usage and allocation, conduct inventories and audits, and have an extensive check in/out procedure (property pass generator).

Results:

To date, VAM has been fully implemented by the United States Coast Guard. The USCG is currently utilizing VAM in the same manner it had initially planned. Due to the scope of the VAM implementation, certain features are still being fine tuned. Overall, in the words of Vance Murphy, the Administrative Officer of the Research and Development Center for the United States Coast Guard “VAM is pretty darn complicated to implement but E-ISG has turn the beast into a user friendly and effective inventory control program.”

About E-ISG:

E-ISG combines technology and services to address the unique challenges of Asset Management, Continuity of Operations, and Data Quality. Our experience in crafting low-impact and low-cost solutions for the Windows Mobile environment for data gathering, synchronization and correlation have been integrated seamlessly into our world-class asset management software, Visual Asset Manager (VAM). VAM enables E-ISG to have Full Accountability Mandates and to accurately reflect the true cost of business enterprise.

We focus on four key industries that have special needs related to Asset Management, Continuity of Operations and Data Quality. E-ISG has designed special features into its products to provide a truly optimized process that can be replicated across the enterprise.