



TCI PROFESSIONAL SERVICES – SUCCESS STORY

United States Air Force Air Mobility Command (AMC)

Customers and Projects

- ☉ Air Mobility Command (AMC) Applications, Infrastructure, and Systems Support (AISS)
- ☉ AMC Global Decision Support System (GDSS).

TCI has extensive experience with large scale, high-complexity projects with extensive Virtual Workforce Training requirements.

The TCI training strategy is to implement a blended learning approach, providing a more diverse user learning environment for Enterprise Business Systems. Our blended learning approach integrates group and self-paced instruction, and can be presented either in the classroom, via Web tools, or both. TCI's training team leverages a full spectrum of multidimensional learning approaches, from the face-to-face instructor-led classroom sessions to the most interactive use of web-based learning technologies.

Benefits

TCI's training team has taught 1,852 classes to 14,620 students from 182 locations in the past four years. TCI applied our blended learning approach to AISS and GDSS with the following results:

- ☉ TCI trained over 25,000 users worldwide on the AISS family of systems.
- ☉ TRI-COR trained over 18,000 end users worldwide and provided in-theater mission support for Operation Enduring Freedom and Iraqi Freedom.
- ☉ We decreased Computer Based Training (CBT) development time from over 600 hours to 64 hours per module, enabling our trainers to deliver 65 CBT modules per year compared to the 20 CBTs modules per year previously produced.

As a direct result of TCI's services, AMC achieved:

- ☉ Standardized training materials and user manuals
- ☉ Greater workforce efficiency



TCI PROFESSIONAL SERVICES – OVERVIEW

TCI is a CMMI Level 3 company that has served our clients for over 30 years with offices throughout the United States. TCI brings low risk and on-time solutions by combining process maturity and discipline with innovative and fast paced cutting edge practices.

TCI thoroughly understands the criticality of the wide range of Information Technology (IT) services and solutions needed to enable efficient and dependable business and mission operations.

TCI specializes in systems support and sustainment, including Operations & Maintenance support in Classified and Unclassified mission critical operations; Help Desks; Systems, Network and Database administration; Video Teleconference services (VTC), Software and Hardware management; technology transition support; Training and Instructional support services; Web Administration services; Requirements and Configuration Management; Information Security; Testing; and Program Management services.

TCI's Professional services delivery is based on our Integrated IT Services Management delivery framework which unifies ALL Service Design, Transition, Change and Operations & Maintenance disciplines and fosters efficient release coordination, automation, and service delivery practices by improving collaboration, communication, and integration among end-users, and applications and infrastructure support teams.

TCI offers Full Stack Coverage of Hardware, Operating Systems, Applications, Network, Data Center Management, Databases, Storage Management and related tasks. We are also able to bridge the coverage between your Data Center and Cloud Infrastructure. Our unified Program and Service Management comprehensively delivers Secure, Reliable, and Scalable Infrastructure Management services.

TCI brings deep expertise and strategies take advantage of our unified perspective in continually identifying opportunities to improve any gaps in enterprise mission and vision delivery capabilities which allow us to add desired IT solutions without interrupting existing operations across the enterprise.