

As a recognized expert in Foreign Military Sales (FMS), we want to share several case studies which break down our success and lessons learned into step by step vignettes. We will cover the range of program management stages and challenges FMS contracts pose and the benefits to the customer when effective solutions are implemented. Case Study #1 describes a successful FMS Initiation Phase.

### CHALLENGE:

- A NATO partner required a software based asset management solution. The effort would need to be a cradle to grave project with ongoing sustainment after initial deployment.
- Successful FMS contracting requires satisfying two sets of stake holders with different objectives, cultures, and needs. The Foreign stake holder wants to understand the design of the product, functional details, implementation and sustainment plan, and cost as it benefits their program needs and fits with their culture. The United States Government wants to know the who, what, when, where and most of all how regarding the program itself, as it will facilitate the delivery and contract with the Foreign customer.

### CONTACT

2001 Jefferson Davis Hwy  
Suite 1005  
Arlington, VA 22202  
P: 703 842 4852  
F: 703 229 0568  
[www.itcdefense.com](http://www.itcdefense.com)

### SOLUTION:

ITC's Program Management solution is built on four principles: Relationships, Communication, Attention to Detail and Technical Quality. To execute those principles we:

- Conducted face-to-face meetings with the end customer to learn the customer's needs, establish working relationships, and understand the culture in which the program will operate.
- Ensured cultural and functional details of the highest quality were baked in from the beginning. This included: software would be translated properly into the end user's native language, all measurements converted into metric terminology, and the user interface could be adjusted to read Right-to-Left, all important first steps in building trust and understanding with a new client base
- Included Program Managers at the end of the business development phase to provide a seamless transition of personnel and a program design that is accurate and detailed.
- Hosted kick off meetings and reviewed the project statement of work with the domestic and international customer teams to ensure complete understanding of each stake holder's unique mission, values, goals, expectations, communication preferences and chain of command.
- Conducted an in-person Site Survey of all current and future project facilities, inspected existing hardware, and captured existing processes and records to establish the baseline for the development of the Systems Requirement Document.



### BENEFITS:

The overall benefits are a quick and effective project initiation which ensures:

- Trust and effective working relationships are established early
- Technical details and requirements are communicated early
- Risks are assessed and mitigated from day one of initiation
- Problem points are avoided, preventing delays and additional costs
- The solution is customized with the end user cultural and functional objectives in mind
- The Program is established in a way that makes it easy for the US Government to facilitate and administer, saving time
- The Program is established with a foundation that ensures success through the development, delivery and performance phases