

# Case Study

## GroupSystems Success Story: Booz Allen Hamilton

### *Organization, Requirements, and Execution for Multiple Organizations...Simplified with GroupSystems*

Booz Allen Hamilton, a strategy and technology consulting firm, primarily focuses on U.S. Government consulting. Headquartered out of McLean, VA, Booz Allen had the business challenge of synchronizing the execution of site activation activities for a large Department of Defense (DOD) organization.

A main part of the challenge was coordinating the events and interfaces for construction and installation activities across multiple organizations and people. The company had to correctly identify undefined requirements and issues for resolution for each task.

Booz Allen had originally solicited feedback by requesting individuals from various organizations to fill out a template that provided requested information for specific projects. Though some were willing to give their thoughts, response rates were very low and typically resulted in stovepipe views.

The issues and comments received were not fully developed and did not represent viewpoints of all organizations involved in the projects. Along with the scattered data, it still had to be prioritized and the current system had no way to prioritize the various issues of the organizations involved.

### **GroupSystems in Action**

With the use of GroupSystems, Booz Allen conducted a number of two-hour sessions which were comprised of a cross section of the respective organizations. In the end, the sessions gathered input from more than 200 individuals representing 15 different organizations involved in the project.

Issues were inputted by each individual, fully fleshed out using the GroupSystems comment feature, and prioritized using GroupSystems' Alternative Analysis. Using the prioritized information Booz Allen easily laid out a plan for the DOD organization with specific actions and dates as well as a report stating which departments and individuals were responsible for each specific action.

#### **Customer**

Booz Allen Hamilton

#### **Business Benefits of GroupSystems**

- Issues generated were fully developed and represented input from all organizations
- Simultaneous data input results in gathering data much more quickly
- The anonymous feature ensures candid input by all; issues are evaluated by their worth, not who contributed them
- Enables outside the box-thinking, as participants read input provided by others it stimulates thought