EPMPoint

Washington Headquarters Services: A Centralized Support System

The Acquisition Directorate (AD) serves as the Single Enterprise Contracting Office (SECO) for WHS, OSD, PFPA, and other DoD customers, managing over $3.7 billion annually in acquisitions, including knowledge-based services, IT, construction, and procurement. Supporting both CONUS and OCONUS operations, AD streamlines acquisition processes, enhances service efficiency, and ensures effective contract management

A critical function of AD is managing acquisition-related inquiries and service requests. **Previously, WHS faced long communication pipelines and slow ticket resolutions, with a relatively low close out efficiency due to manual processes and scattered tracking systems. These inefficiencies led to delays, miscommunication, and limited oversight.**

Power Platform: Modernizing Help Desk Operations

The ASC Tool was designed to centralize and automate fragmented tracking mechanisms, making it easier for help desk staff and representatives to manage tickets efficiently.

Developed using Microsoft Power Platform, the solution integrates:

To address these challenges, EPMPoint Inc. developed the **Acquisition Service Center (ASC)** Tool using Microsoft PowerApps and SharePoint Online. **The ASC Tool centralizes acquisition-related support, improving visibility, communication, and reporting while streamlining workflow automation. With its implementation, increased ticket closeout efficiency, drastically reducing response times and optimizing service delivery.**

The ASC Tool simplifies and enhances service request management by allowing stakeholders to resolve awards efficiently, enabling administrators to review and track progress, and providing a better alternative to email-based communication. Tickets are now organized, transparent, and easy to manage, collecting all relevant data in one place for a streamlined resolution process.

- **PowerApps to provide a user-friendly interface for submitting and managing requests.**
- **Power Automate to streamline workflows, automate approvals, and send real-time notifications to users and help desk personnel.**
- **SharePoint Online to serve as a centralized repository for tracking and storing service requests.**
- **Power BI to generate real-time dashboards for better reporting and oversight, allowing senior management to track trends and optimize resources.**

Implementation and Outcome Results

By replacing outdated manual processes with a single, user-friendly platform, WHS ensures faster response times, improved communication, and enhanced tracking of acquisition-related service requests.

More Visibility & Ease of Use:
Stakeholders can resolve awards efficiently, and admins can easily check and review tickets.

Organized & Clear Ticketing:
Centralized tracking ensures transparency and quick resolution.

Shorter Communication Pipelines:
Eliminates reliance on scattered emails, keeping all requests in a single platform.

Faster Ticket Closeout:
Drastic increase in efficiency significantly improving response times and ticket request closures.

Ease of Use for Help Desk Staff:
Simplifies ticket management and improves workflow efficiency.

Better Reporting for Senior Management:
Power BI analytics enable data-driven decision-making and resource optimization.

Conclusion

By consolidating acquisition support into a single, scalable platform, WHS has significantly improved service request management. The ASC Tool's centralized system enhances efficiency, oversight, and communication, ensuring long-term success in acquisition operations.