# U.S. ARMY

**spōk**

## THE OBJECTIVE

As the 1990s progressed, cutbacks in personnel and aging, obsolete phone system technology began to contribute to overwhelmed operators, call backlogs and excessive long distance phone service expenditures. In essence, the Army was paying millions of dollars a year for the time it kept incoming callers "on hold."

## THE SOLUTION

In October 1999, the Army contracted with Spok through a partnership with General Dynamics. In less than six weeks, Spok installed its Automated Directory Attendant System (ADAS) software at 38 U.S. Army bases across the country. Fast implementation was required due to Y2K incompatibility issues in the old system.

Spok completed this significant installation with no hitches…on time and on budget.



## SAVINGS OF $1.3 MILLION AND MORE

Upgrading the Army's old system to full capacity in time for Y2K would have cost taxpayers more than $5 million. Instead, by scrapping the old system and installing Spok software they reduced the cost to $3.7 million and provided increased capabilities.

Significantly larger long-term savings will be realized through the Spok system's superior efficiency. Since the automated system lets callers direct their own calls, fewer Army personnel are needed to keep the system running smoothly. Reducing "hold" time on long distance calls promises to save millions of dollars in carrier fees every year.

### OVERVIEW

Millions of phone calls flow through the U.S. Army phone system each day. Communications include incoming HMW (Health, Morale and Welfare) calls from overseas troops as well as foreign and domestic calls related to most Army administrative functions.

### INDUSTRY

Government

### SOLUTION

Spok® Automated Directory Attendant System

> "We believe the reliability and upgrade capabilities will make this system very viable for years to come."

## THE IMPLEMENTATION

Installing the ADAS systems at 38 bases in less than six weeks required the coordinated efforts of the Army, General Dynamics and Spok. Spok and General Dynamics worked directly with Army project officers to keep the installations on schedule. This allowed Spok technicians to attack the project in waves at each site, sending an installation team to each base and then securing system operations with a tech team immediately behind it.

## THE BENEFITS

- **Available features** — Select from a variety of choices, including: CTI screen console, operator voice saver, staff directory, voice recognition, on-call calendars, paging, email, fax, and voice assisted transfer.

- **Secure** — The entire ADAS system is backed up, secure, and can be monitored from a central coordination unit. Administrators may monitor real-time activities from the call center. Reports may be generated for a particular day, operator or time period.

- **Compliant** — The ADAS system has met rigorous DoD and Army compliance requirements of DITSCAP and NETWORTHINESS as well as JITC Interoperability and Information Assurance certification and accreditation, and is on the DoD Approved Products List.

- **Versatile** — Open system architecture makes the Spok system compatible with many PBX CENTREX and integrated environments.

- **Upgradable** — Add new features as they become available. In 2004, the Army added Spok's speech recognition software that allows overseas troops to call in and use the automated directory even if they are in an area without touch-tone service.

- **Support** — Spok provides systems planning, onsite installation and training — 24 hours a day, seven days a week.

> "[Spok] sold us on their record of reliability, product quality, maintenance support, and a competitive price — and their ability to meet the deadline on a project of this scope."

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