



## Supporting our Marines in Al Anbar: A TransQuest Success Story

As a Veteran-owned Small Business, TransQuest Federal Systems' long-standing dedication and commitment to the warfighter is an undeniable part of our company's legacy and mission values. In keeping with this proud tradition, TransQuest supported a number of IT and communications efforts in the Southwest Asian (SWA) Area of Responsibility (AOR), providing highly cleared (TS/SCI) and highly-qualified IT and telecom personnel, who are familiar with the sparse conditions of wartime environments.

Our past and present OCONUS support ranges from multinational forces through CENTCOM (from Camp Al-Saliyah, Qatar, to Camp Victory, the Green Zone, northern Iraq and into Afghanistan) to forward-deployed Marine Corps units from Camp Pendleton's I MEF and Camp LeJeune's II MEF based in forward operating bases in Iraq's tumultuous Al Anbar province.

### TCF: the Key to Communications in the Field

In 2004, the Marine Corps, faced with a communications challenge in Iraq caused by a near complete lack of indigenous infrastructure, turned to TransQuest Federal Systems (and its prime contractor), to provide a solution for

building, operating and maintaining Technical Control Facilities (TCFs) at the base level throughout the Al Anbar province. The challenge included the lack of an established communications and data infrastructure along with lightly trained operators (mostly military personnel). The solution was to provide highly trained and highly cleared individuals at the individual FOBs to assist and support the local Marines staff and equipment operators. Each of our employees had to be a unique blend of expert technician, professional liaison and customer interface, adept logistician, tactful instructor, and fastidious project manager all wrapped into one. With this approach, TransQuest Federal Systems provided the Marines with one less thing to worry about, as they knew their communications in the field were expertly handled.



The support TransQuest Federal Systems provided Marines in FOBs such as Camp Fallujah, Camp Baharia, Camp Taqqadum, Camp Habbaniyah, Camp Asad, Camp Ramadi, and other camps throughout Iraq, was critical in keeping communications flowing in the field of action. Our employees were directly responsible for successful around-the-clock Marines' communications for nearly 7,000 voice and 5,000+ Internet users. Throughout our participation in this effort (2004 - early 2010), downtime had been virtually eliminated - a significant improvement - attributed primarily to our proactive approach to maintenance and prevention, a very talented and carefully assembled team, and a notably fast customer response.

Our personnel were assigned, depending on the rotation, to either the 1st or 2nd Marine Logistics Group. We provide direct technical and logistical support to the equipment and personnel manning each camp's TCF, assisting both the Communications Marines and contracted technicians (data side) with troubleshooting, maintenance and problem-resolution of existing equipment in the facility and frequently provided high-level solutions for the repair and administration of key portions of the network.

### Day-to-Day Role: The Face of the Contract

By providing direct expertise to the Communications Company's Tech Control and Switching/Wire NCOs with the Promina 800 and the IGX/HDX terminals for voice, many potential issues are prevented, and others swiftly

resolved. With the TCF NCOIC's main area of focus on data (Internet), our employees provided additional assistance with the servers, routers, switches, associated transmission media and other equipment associated with the non-secure and secure Internet -LAN/WAN/NIPR/SIPR networks.

As TransQuest personnel were the sole TCF contractors at the Marine Corps' Forwarding Operating Bases (FOBs), it was up to our people to maintain a quality technical and professional relationship with the supported customer—generally the Communications Company staff and the personnel who operate the equipment. Often, this includes their leadership (above the company level), as well as the SPE and G6 shops. Our personnel provided the customer with not only a professional and personable, service-oriented point-of-contact, but also unparalleled technical expertise, troubleshooting and administrative options which help them to either mitigate or rectify any technical issue in the TCF which could inhibit the communications mission of the base. In many cases, problem-resolution does not involve equipment repair or replacement, but rather a tactful rectification of operator error.

When operator error was not the issue, generally our personnel were involved with re-engineering or re-programming malfunctioning parts or systems. Additionally, we involve the responsible party and offer either advice to leadership or re-training of personnel where necessary. When equipment is actually found to be faulty in some way, we verified the problem using independent means (when not initially involved in the diagnosis), and if needed, initiate Service Requests (SRs) and Material Service Requests for the faulty parts or equipment. These SRs are fully integrated with the prime contractor's inventory, parts and work request system. For repair situations, our personnel either utilized parts from inventories maintained on location (and accounted for in the field service system) or we communicated directly with the COTS equipment vendors, such as RedCom, Cisco, Dell, etc. from each location, eliminating a cumbersome third-party parts shipping, inventory, and receiving process.



TransQuest personnel obtained RMAs (Repair Maintenance Assessments), along with repair invoices, which are submitted to the local or Theatre Contract Operating Rep. (COR - who is the approving authority), who places and initiates any necessary purchase order and/or approves any repair costs, once again eliminating a potentially wasteful step in the process. Finally, our personnel then package and ship any equipment to the responsible TMO or vendors for repair or replacement and then follow up directly from our locations inside the TCFs—tracking the progress of equipment while it completes both outbound and inbound transits. On re-receipt of the repaired or replaced equipment, we re-issued the equipment and in most cases, assist in the re-installation, testing and re-engineering of its place in the network, all with full cooperation and knowledge of the customer. In addition to this direct interaction, our personnel also provided the third level of support for all telecommunications equipment, resolving the difficult technical issues referred by Marine Corps staff from above the unit level.

Our customer-first approach yielded numerous individual recognition awards for our employees in the field, along with some measurable successes that guaranteed the war fighter with continuous communications while on the front. Through our efforts, Marines in Al Anbar communicated reliably in and out of theater, and could count on their communications being there - when they needed them most.