

## Booz | Allen | Hamilton

### Consulting, technology and engineering firm boosts efficiency, productivity, and complex business case management with SMART

**Customer:** Booz Allen Hamilton  
**Website:** [www.boozallen.com](http://www.boozallen.com)  
**Customer Size:** 22,600 employees  
**Country or region:** United States  
**Industry:** Professional Services – Consulting and Engineering

“Using Fresh Haystack allowed firm to considerably increase our efficiency in the complex business case processing and reduce cycles by over **2/3**.”

Joe Mahaffee, Senior Partner and Executive VP, CAO, CISO

#### Customer Profile

Booz Allen Hamilton has been at the forefront of strategy and technology for more than 100 years. Today, the firm provides management and technology consulting and engineering services to leading *Fortune* 500 corporations, governments, and not-for-profits across the globe. Booz Allen partners with public and private sector clients to solve their most difficult challenges through a combination of consulting, analytics, mission operations, technology, systems delivery, cybersecurity, engineering, and innovation expertise.

#### Software and services

- ✓ Fresh Haystack
  - Case Management
  - Business Process Reengineering
  - Major cycle time reduction

Consulting, technology and engineering firm Booz Allen Hamilton takes a strategic approach to nurturing its long-term capabilities. All of its cleared employees use SMART (powered by Fresh Haystack) case management tool to foster productivity, efficiency and achieve major cycle time reduction for complex business case processing. Because of the increased capabilities and significant productivity gains, Booz Allen is providing additional resources time to deliver more innovative solutions for challenges presented by clients.

For more than a hundred years, Booz Allen Hamilton has helped its customers solve their most critical, strategic problems. The firm attributes the strength of its customer relationships to both its management consulting heritage and its tactically built capabilities. Nurturing the strategic know-how and potential of the distributed workforce so everyone can gain efficiencies and contribute to a successful customer engagement has always been a key differentiator for Booz Allen.

“When you work with Booz Allen, you don’t hire a specific person to solve the problem, you hire the whole company and resources behind it,” says Arthur Davis, Director of Security Services at Booz Allen.

However, as security requirements evolve and policies change, the firm must find new tools to help its employees succeed and deliver value to its shareholders. Booz Allen turned to CANDA Solutions Fresh Haystack, a platform of cloud-based case management, workflows, automation and integration solution for complex business case processing.

“We have to provide our internal and external clients with enhanced capabilities that never existed before,” says Davis. “Fresh Haystack was the perfect fit for the flexibility and scalability platform we were looking for in the SMART case management tool.”

For more information about Fresh Haystack platform, please visit <http://freshhaystack.com/business-case>

Promoting Security Shared Services Center (S3C) enabled Booz Allen to centralize key functions of the security program that span across the firm. “With Fresh Haystack, we were able to create efficiencies in the business process and to provide employees with the tools, information and capabilities that didn’t exist in the past,” says Klaus Heerwig, Program Director for S3C.

### Platform and Delivery

A productive, easy to use and adaptable case management platform increases in value when processes can be implemented rapidly. SMART was delivered using Agile methodology against a long list of business and security requirements – not surprising for a firm that counts all branches of the US military along its customers.

“CANDA Solutions team worked with us to provide assurances and mitigate business risk. They are clearly aiming at the risk minimization and are laser focused on the customer,” says Heerwig.

### Case Management and Integration

Fresh Haystack made it easy to begin processing business cases from the start and was flexible in re-engineering our multiple silo systems. Working together with CANDA Solutions as a true partner, Booz Allen delivered multiple benefits to the firm:

- Modern automated businesses for security functions that creates efficiencies and provides tracking and audit capability, no paper, removing human touch points
- Seamless integration with multiple internal systems
- Centralized information and services that can be managed by any level of the agency but executed by dispersed team
- Automatic validations against access, contracts, individuals, requirements
- Increased oversight, transparency and dashboard views for various levels of management
- Auto notifications/escalations
- Firm-wide lifecycle management
- Multiple role-based dashboards
- Ability to add features as needed
- Identification of bottlenecks allowing continuous process improvement

“We had such an exceptional adoption of SMART,” adds Arthur Davis. “It really confirmed for us - the firm’s need to centralize and securely share at the same time critical business case data in a more efficient, safe and elegant way across multiple operational systems”.

### Metrics and ROI

Information sharing and business intelligence are important elements in the decision making for many leaders. Today, Booz Allen’s adoption of the Fresh Haystack platform and its capabilities provided, allows them to easily get crucial reports, metrics, and command intelligence. Insight into business intelligence and accountability drives tremendous reduction of cycle time, increases productivity and firm growth.

The radically new and evolving approach to case management, minimizes enterprise business risk and allows Booz Allen to build a multi-year strategy and achieve unprecedented Return on Investment (ROI).

Concludes Heerwig, “Our goal is to provide first class service, enhanced technological capability and efficient business processes for our internal and external customers to meet their needs today and scalable into the future.”