

# » PREMIER

## CASE STUDY

### WEST POINT & ANNAPOLIS

#### BACKGROUND About the Service Academies

The **United States Military Academy at West Point (USMA)**, is a four-year coeducational federal service academy located in West Point, New York. Candidates for admission must both apply directly to the academy and receive a nomination, usually from a member of Congress. Students are officers-in-training and are referred to as "cadets." Approximately 1,300 cadets enter the Academy each July, with about 1,000 cadets graduating.

The **United States Naval Academy** (also known as **USNA, Annapolis, or Navy**) is a four-year coeducational federal service academy located in Annapolis, Maryland, United States. Established in 1845, it is the second-oldest of the United States' five service academies, and educates officers for commissioning primarily into the United States Navy



and United States Marine Corps. Candidates for admission generally must both apply directly to the academy and receive a nomination, usually from a Member of Congress. Students are officers-in-training and are referred to as midshipmen. Approximately 1,300 "plebes" (an abbreviation of the Ancient Roman word plebeian) enter the Academy each summer for the rigorous Plebe Summer, but only about 1,000 midshipmen graduate. Midshipmen are required to adhere to the academy's Honor Concept.

#### THE CHALLENGE

Each year a new freshman class enters the Academies, ready to start their education and needing a computer. Providing computers to the cadets and plebes is a

#### ABOUT PREMIER

Company executives attended The Service Academy—Scott Paul, President, and Rick McElrath, VP of Technology Services attended West Point. While every client engagement is valued, selection for this project takes on a special place of honor and tradition. As a joint engagement with Dell, executives Jim Gammage and Rick McElrath, are proud to deliver Dell laptops since both are former Dell employees.

Premier is an award-winning supply chain provider combining logistics and technology competencies to deliver innovative solutions to clients in telecom, government, education, healthcare and commercial industry segments. We work in partnership with companies like Dell, HP, and Lenovo to configure and deploy computers, laptops, servers, tablets and other mobile devices. Our services may be performed either in our facilities or on customers' premises on a project or recurring basis. We are located in Grand Prairie, Texas, near Dallas/Fort Worth International Airport. We are certified as a Service Disabled Veteran Owned Small Business, and Disadvantaged Business Enterprise. For more information [www.premierss.com](http://www.premierss.com)

coveted assignment by computer companies, and Dell is most often the winning brand. That's where Premier comes in. Each laptop needs to be loaded with a custom configuration for the appropriate Academy, ID and password for the individual user. Everyone arrives at the same time, ready to get started, and we have to deliver 1,300 laptops at one time, ready to go.

### **OUR SOLUTION**

Premier initiates the workflow with procurement, configuration, kitting, shipping and distribution. At Annapolis, the laptops

are passed out at the bookstore, utilizing the onsite staff. Premier staff travels to West Point to personally assign each laptop to a cadet.

Premier's workflow process is carried out with military precision – not surprising since the company President and Vice President are graduates of West Point. Getting more than 2,500 laptops set up, imaged and into the right hands all at the same time demonstrates our speed to deliver while providing excellent customer service to each Academy based on their requirements.

### **THE RESULT**

We won this bid because of our delivery record. And we maintain and grow this contract because we are flexible and responsive, handling their changing scope with ease.

Scott Paul is quick to point out that things were different when he attended West Point. "We were the first class to ever have computers, and we are excited to see world class technology being used today." We are proud to help train tomorrow's military leaders.