

CASE STUDY

American Operations Corporation Launches Digital Transformation Initiative

ComplianceQuest Helps Government Contractor Automate Risk Management and QHSE Processes



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—Glenn Cann, President, AOC Global Services and AOC Program Solutions



Background

American Operations Corporation (AOC) is a service-disabled veteran-owned company that provides services and products to the Department of Defense and U.S. government intelligence agencies. Founded in 1983, this privately owned company and its six subsidiaries specialize in intelligence, surveillance, reconnaissance, and network and telecommunications infrastructure. Headquartered in Chantilly, Virginia, AOC also supports the federal government by providing unmanned aircraft for surveillance and strike missions overseas and training for military service members ready to deploy.



Challenge

AOC is mostly composed of retired Navy, Marine Corps, and Air Force officers and service veterans. With often up to two-thirds of its workforce operating in hostile areas around the world each day, the ability to minimize risk and improve team safety is of utmost importance.

The company also faces other challenges, such as continuously evolving to meet advancements in warfare systems and technology, rapidly and efficiently training its workforce in those new technologies, maintaining innovation and cost-effectiveness, and operating in an extremely competitive space.

According to Glenn Cann, president of two of AOC's subsidiaries, AOC Global Services and AOC Program Solutions, "Our employees are serving their country as civilians. They work in challenging and difficult environments, sometimes at great risk to themselves, and this is why we focus so heavily on increasing safety and reducing risk."

Since 2007, AOC had been using a combination of tools for its risk management, training, safety, and health processes. This included email, Excel, and Microsoft SharePoint. In 2017, they added Salesforce CRM and a third-party Salesforce-based app that increases productivity for federal contractors.

"We saw lots of potential in the Salesforce platform and app, but the other applications had several drawbacks," said Cann. "We couldn't get all of our personnel into a secure environment, it required skill and knowledge to use, and took a fair amount of time and effort to learn and use."

In 2019, AOC approached Salesforce and asked for their recommendations on a platform that could meet their program management needs. They were referred to several vendors, including ComplianceQuest, a Salesforce-native QHSE (quality, health, safety, and environment) application.

Solution/Results

After a thorough review process, they chose ComplianceQuest for its robust features, including real-time data, flexible workflows, remote accessibility, and iron-clad security capabilities. In addition, minimal configuration was required as the out-of-box functionality fit well with AOC's automation goals.

Bridging the Gap—From Business Development to Implementation

Everything revolves around the contract process at AOC—from lead identification and capture to the proposal and implementation.

"All of our contracts have a program management plan that defines our quality and performance objectives, safety standards and compliance, and risk management," explained Cann. "These documents are created by various managers and maintained in our document control system."

ComplianceQuest, which integrates with Salesforce CRM and the third-party app, bridges a critical gap between business development and intelligence and AOC's ability to manage their quality, health, safety, and environmental programs.

Two key areas of significant impact relate to their risk and quality management initiatives. "The QHSE helps track our risk exposure, mitigation actions, assessments, and effectiveness across contracts," said Cann. "From a quality standpoint, it tracks nonconformances, customer complaints, corrective actions, and incident reporting."

CHALLENGES

- Insufficient security with legacy systems
- Disparate software applications
- Lack of scalability
- Inefficient and time-consuming processes

VALUE CREATED

- Centralized, secure data
- Improved workflows
- Real-time access to data
- Streamlined QHSE processes

SOLUTIONS

- QHSE
- Analytics
- CAPA
- Health & Safety
- Incident Management
- Nonconformance
- Quality Management
- Risk Management
- Training Compliance

Cann is in the process of transitioning company-required training, such as courses, assignments, and tracking to ComplianceQuest, as well as their audit and surveillance programs.

Streamlined Regulatory Processes

Before implementing ComplianceQuest's QHSE, AOC was using a manual process for ensuring regulatory compliance. With hundreds of regulations to follow, the process was time-consuming and unwieldy.

Supervisors would refer to manuals to identify processes and the required forms based on the company's safety practices. Forms would be filled out by hand and submitted to Human Resources, who, in turn, would take that information and submit it to OSHA.

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Data You Can Trust

Gone are the days of endless searching for Excel files on someone's laptop (rather than on the server, where they should have been stored). Cann is pleased that his quality and contract managers can now access information in real-time and translate it for their monthly management reviews.

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Cann was impressed with ComplianceQuest's ability to translate company processes more effectively within the application. "As subject matter experts, they knew exactly how to translate our company processes, and do them more effectively within the application," concluded Cann. "They did an excellent job with development, implementation of the application, and training. I was very pleased with how everything went."

For the next phase, Cann plans to focus on developing more in-depth KPIs and analytic capabilities.

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—Glenn Cann, President, AOC Global Services and AOC Program Solutions



About ComplianceQuest

ComplianceQuest is the fastest growing, 100% modern cloud Enterprise Quality and Safety Management System (QHSE) natively built and run on the Salesforce platform. Our unified QHSE solutions help our customers of all sizes deliver quality products and services in the safest, most sustainable way by mitigating risk, problems, and inefficiencies while protecting customers, employees, suppliers, and brand.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today.

- Visit www.compliancequest.com
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