

# Improving helpdesk functions to drive efficiency for a strategic NECC operation

## At a glance

Sentinel Group leveraged its technical expertise and exceptional communication skills to increase efficiency and resolution of high-volume helpdesk needs.

## About the client

EODGRU-2 in Little Creek, VA is a critical component of NECC that clears explosive hazards to provide access to denied areas, employs advanced tactics and technologies to exploit and secure the undersea domain for freedom of maneuver, builds and fosters relationships with trusted partners, and protects the nation. EODGRU-2 is an Echelon IV command that mans, trains and equips their subordinate mobile units, mobile diving and salvage, training and evaluation units and expeditionary support units to perform combat operations worldwide.

Sentinel Group is a founding member of the joint venture SGL360, a highly skilled team that expertly navigates the government landscape to address problems quickly, anticipate future needs, and position clients for continued growth and success.



## THE PROBLEM

Facing increased command and control (C2) tasking and responsibilities, the US Navy Expeditionary Combat Command's, 'Explosive Ordnance Disposal Group Two' (EODGRU-2) needed skilled, experienced support to meet operational requirements and maintain garrison functions.

## SOLUTIONS

Sentinel Group provided expert information technology (IT) support for data entry, inventory management, organizational-level maintenance checks and general ADP trouble ticket processing of the Navy Marine Corps Intranet (NMCI).



Increased Productivity



Enhanced User Satisfaction



Expanded Cost Savings

## RELEVANT SKILLS & QUALIFICATIONS

SECRET Security Clearance, extensive history in Department of Defense (DoD) inventory management

IT experience in providing administrative support for global networks and technological equipment, including Material Maintenance Management (3M)

Readiness Cost Reporting Program (RCRP) and Advanced Base Functional Components/Table of Allowance (ABFC/TOA) requirements

Proficient in Standardized Electronic Shipboard Scheduling Program (SKED), Operational Material Maintenance System (OMMS), and Current Ships Maintenance Projects (CSMP)

