



Florida based prime contractor chooses ICD's support for advanced mobile operation center deployment.

"We are always trying to better integrate technology into the vehicles to maximize the functionality, while minimizing problems in the field." says Jason Black, Project Manager for Frontedge, Florida based mobile vehicle manufacture.

Last spring Frontedge needed the support of a trusted partner to design, program, and commission the necessary parts to make a mobile network operation center integration seamless. At the heart of every mobile operations center is a touch panel system that allows for the technicians to manage the audio, video, and satellite feeds amongst the 15 displays contained in the vehicle.

"Some of these systems we design are extremely complex and ICD supports the overall technical services process. During this process, ICD validates and completes the project touch panel design, programming, and systems commissioning. It is relatively easy compared to past experiences." says Black in describing how a difficult process is a bit simpler.

Complex Systems Made Simple

Frontedge formerly used a large national systems integrator that didn't specialize in the services component. Something had to change in order to continue. Frontedge management was challenged with finding a company that could provide more than just the components. They have been extremely successful creating a market. However, they were in need of a services organization that could come into the equation and commission the system, plus program and deliver a completed system. Finding this company is a difficult task. And in the past it was near impossible to find a services organization to do it properly.

"It was time." Black says. **"We needed a new services organization. Yes, I could staff the people if I needed to, but ICD provides me with the ability to have subject matter experts on a project basis. This way I avoid having to hire (3) staff persons for what ICD can deliver with offsite and onsite support in just a couple weeks. It is a no brainer."**

Since moving to ICD the Frontedge production process is even better. The new touch panel interface has cleaner

graphics and is easier to use. “The ICD project management team worked without needing much direction to come up with a near perfect user interface layout,” according to Black. The project management process at ICD is a rare find amongst industry services providers. Other providers in the outsource space either sell a body onsite or a service professional by the hour. ICD’s process is well documented and repeatable. Each project goes through the same steps to identify, clarify, create, review and complete. It is a smooth process.

Process for a Smooth Project.

Black says that the firm is now better equipped to produce more. This helps increase company revenue. “Before engaging ICD, I was limited on how many projects I could put into production at one time. ICD has allowed me to do more projects without having to accept the same bottlenecks and restrictions of my previous approach.”

The Frontedge/ICD build outs now operate much faster in the production phase. ICD has paired the Frontedge account a with dedicated project manager. In addition, ICD leveraged the first project to create a standard user interface layout and programming layout. This is a general approach used by programmers and service providers. However, ICD takes it to a different level by standardizing the graphics, button numbering and advanced menus to really tailor the experience.

“We don’t want to depend on three different services providers to get our systems completed,” explains Black. “We like how ICD offers system documentation, programming and field commissioning.

I am able to have my team rack and fabricate, then I have ICD come in as my trusted closer. It really makes a difference. This approach is much more efficient, and I more frequently get out of the projects on time and on budget.”

