



Case Study

Frontline: Government Contractor

When Florida-based prime contractor Frontline began to deploy an advanced mobile operation center, a reliable integration company was required to support this project.

“As a mobile vehicle manufacturer, Frontline continually strives to enhance technology integration within its vehicles, aiming to optimize functionality while minimizing technical challenges,” shares the project manager at Frontline.

Last spring Frontline looked to Profound Technologies as 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 highly complex, and Profound plays a crucial role in supporting the overall technical services process. Profound validates and completes tasks such as touch panel design, programming, and systems commissioning. This has proven to be relatively easier compared to past experiences,” said the project manager.

Frontline formerly used a large national systems integrator that didn't specialize in the services component. Something had to change in order to continue. Their management was challenged with finding a company that could provide more than just the components. They had been extremely successful creating a market for mobile command centers. 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 was a difficult task, and previously near impossible to find a services organization to do it properly. “A new services organization was necessary,” explained the project manager. “While I could potentially hire the required personnel, Profound offers the advantage of providing subject matter experts on a project basis. This approach allows me to avoid hiring three full-time staff members for what Profound can deliver within just a couple of weeks. It was an obvious choice.”

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Since moving to Profound, the Frontline production process is even better. The new touch panel has cleaner graphics and is easier to use. The Profound project management team worked without needing much direction to come up with a near perfect user interface. The project management process at Profound is a rare find amongst industry service providers. Other



providers in the outsource space either sell labor onsite or a service professional by the hour. Profound'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.

The firm is now better equipped to produce more, as it was previously limited in the number of projects it could put into production simultaneously. Profound has enabled an increase in project capacity without the same bottlenecks and restrictions experienced with the previous approach.

The Frontline/Profound build-outs now operate much faster in the production phase. Profound has paired the Frontline account with a dedicated project manager. In addition, Profound 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, Profound takes it to a different level by standardizing the graphics, button numbering, and advanced menus to really tailor the experience.

Frontline did not want to rely on three different service providers to complete their systems. They appreciated how Profound offered system documentation, programming, field commissioning, and support. Frontline's team handled rack and fabrication, then brought in Profound as a trusted closer. This approach significantly enhances efficiency and enables the completion of the projects on time and within budget more consistently.