



SERVICES



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Product Lifecycle Management

Technology Services Group®

TAG's Technology Services Group® understands that projects and programs rely on their IT systems to keep them up and running. From storing mission critical data to controlling machine automation, our systems are built for reliability and sustainment of operations. Additionally, TAG provides unmatched lifecycle management, program management, and post sales support.

TAG's dedicated program management staff oversees each step of the process – including identification of specifications and requirements, configuration and change management, and coordination of delivery and installation activities. Following initial delivery and deployment, our engineers extend TAG's lifecycle services to fielded products in support of component-level upgrades and replacements. This allows our customers to perform targeted upgrades to fielded systems as their budgets permit, thereby avoiding the extraordinary costs associated with replacing entire systems or suites. Throughout our product lifecycle, TAG's dedicated Quality Assurance department regularly assesses the efficiency of our engineering and manufacturing processes – helping to ensure our products are delivered to the highest quality standards – both on-time and on-budget.

Lifecycle Management

Configuration Management/Change Notices

Configuration management tools are used to effectively control and monitor the Engineering Change Process, which ensures changes are accurately reported, tracked, and incorporated throughout the product lifecycle.. This process is also designed to monitor and effectively implement hardware/software changes into manufacturing operations.

Product Roadmaps

Through strong relationships with vendors, TAG maintains "first awareness" of upcoming technological improvements, which enables TAG engineers to incorporate state-of-the-art technology without suffering typical early-adopter issues.

COTS Obsolescence – Transition Planning

TAG's awareness of product roadmaps enables us to proactively select new items to replace those that are close to End-of-Life (EOL). This also allows TAG engineers adequate time to test and certify replacements and/or to identify better alternatives.

Extended Availability for COTS Products

TAG utilizes established relationships with vendors to provide embedded systems for customers who require long-term availability of embedded products.

Dedicated Program Manager

Dedicated point of contact for the customer

TAG provides each customer with a dedicated program manager – providing a single point of contact for resolving customer issues. To keep communication channels active and open, our customers are given direct land-based and mobile contact numbers for their assigned program managers

Develops Statements of Work (SOW) to make sure project meets and exceeds customer requirements

TAG program managers are skilled in helping customers develop product specifications and SOWs that thoroughly address factors such as component or system-level functional requirements, material cost realization, and end-user needs. Our program managers also work with customers to forecast and scope future project or program-level IT requirements – ensuring our customers remain on the forefront of emerging technological improvements.

Coordinates delivery, installation, and training if necessary

TAG program managers are intimately familiar with the unique requirements of their customers' environments and understand

Capabilities

Products

Applications

how important a smooth delivery and installation process is to sustaining real-time operations. As necessary, our program managers work directly with operational support staff at the customer site (e.g., shipping and receiving, accounting, and IT) to ensure seamless delivery. As needed, TAG program managers may also conduct onsite awareness seminars to train customer staff on the proper use or features of TAG's IT products.

Technical Support

24/7 Customer Support

TAG stands by each and every tactical system. We value our customers and are available at any time to provide answers and support. TAG.COM provides an extensive library of download support for maintenance throughout the product life cycle. TAG experts are also available 24x7 throughout the year to answer questions and provide resolution to a wide array of product and software scenarios.

Field System Tracking

TAG's Field System Tracking program collects data for calculating the field reliability of products and performing a trend analysis. Field System Tracking provides a measurable system for evaluating a system's performance in the field and for quickly identifying trends that enable improvements to a product.

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