



SETTING INDUSTRY STANDARDS FOR
**RAPID DEPLOYMENT
AND SUPPORT OF IT HARDWARE**

BACKGROUND

In the summer of 1998, SmartSource initiated its first support operation for Wildland Fire incidents by providing the Tonto National Forest in Arizona with laptops. Today, SmartSource supports numerous federal, state, and local Wildland Fire Agencies nationwide and offers a comprehensive suite of IT and AV technology solutions. Our attentive listening, continuous learning, and deep understanding of the diverse challenges and requirements faced by these teams have resulted in SmartSource playing a pivotal role in establishing national industry standards for the rapid deployment of IT hardware. These standards encompass hardware provisions, software solutions, and service-level agreements.

“The evolution of technology has allowed us to make considerable advances in how we manage wildland fires. Having instant access to insightful data empowers people to make life-saving decisions with real-time precision.”

- Erik Torres-Jacquez, Chief, Branch of Information Technology, Division of Fire and Aviation Management, National Park Service

CHALLENGE

Despite sharing a common goal in combating wildland fires, Inter-Agency Incident Management Teams encountered significant disparities in their policies and procedures for rapidly deploying IT hardware and support. These inconsistencies led to inefficiencies in workflows, heightening the risk of increased loss of life and property during an incident. These challenges included:

- 1** Difficulty in consistently obtaining necessary equipment within a rapid 24–48-hour timeframe
- 2** Varied and unreliable service levels
- 3** Lack of immediate access to support personnel
- 4** Reliance on outdated or consumer-grade hardware
- 5** Insufficient inventory and resources, particularly during peak seasons
- 6** Inadequate maintenance of software and security updates
- 7** Limited innovation in technology solutions

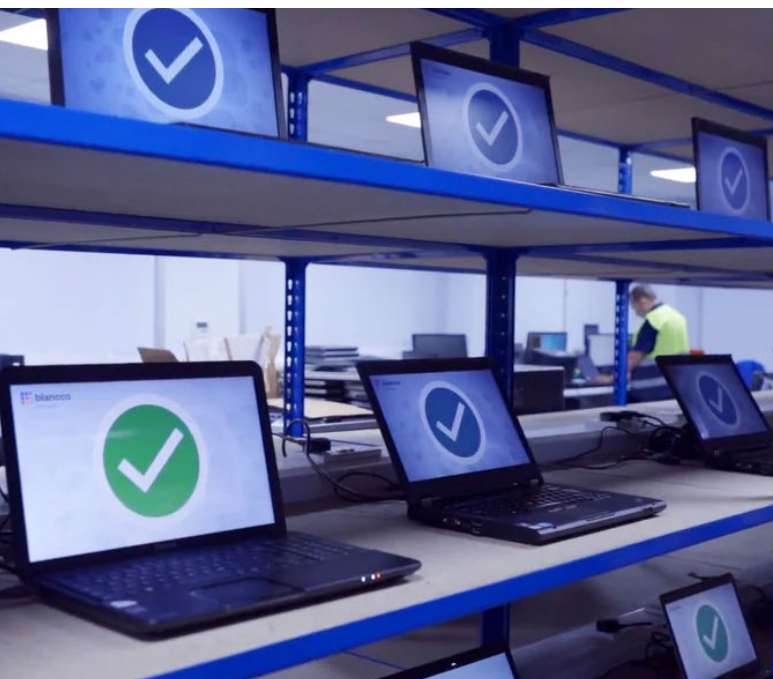
SOLUTION

Through extensive collaboration with key Wildland Fire agencies over the decades, we developed a tailored Rapid Deployment Program for IT hardware to address the specific needs of the Wildland Fire community. Leveraging our nationwide footprint and 40 years of expertise, SmartSource acts as an extension of Wildland Fire IT departments by procuring, storing, managing, maintaining, configuring, updating, and deploying a revolving inventory of IT hardware customized for the Wildland Fire community, including:

- Laptops
- Ruggedized iPads and iPad Minis
- Monitors
- Desktop MFCs and Printers
- Scanners
- Networking Gear (Ubiquiti, CradlePoint)

To keep up with evolving needs and technological advancements, we regularly review and assess our hardware and software offerings in collaboration with Wildland Fire leadership and Incident Management Teams. We collaborate with stakeholders to ensure that service levels evolve in response to the changing needs of the Wildland Fire community.

Additionally, SmartSource developed a nationwide online ordering portal to streamline the ordering, service request, and return shipping processes.



RESULT



Delivery Within 24 Hours

Achieved reliable, rapid deployment, with 95% of orders delivered within 24 hours of placement, including weekends and holidays.



National Standards

SmartSource's commitment to excellence in service, IT hardware, and asset management has been instrumental in setting the national standard for the rapid deployment of IT hardware for Wildland Fire incidents.



Awarded BPA

Awarded the first-ever USDA Forest Service CIO FIT National BPA, SmartSource offers a unique streamlined online ordering process pre-approved for both Federal, State, Tribal, and Municipal agencies, making it easier to do business and leading to increased workflow efficiencies.



Reduced Downtime

Enhanced workflow efficiency and reduced downtime at incidents due to reliable and consistent rapid deployment of pre-configured, pre-tested, plug-and-play equipment, empowering Incident Management Teams to focus on their core competencies.



Acknowledged By Leadership

Recognized as a trusted partner by Wildland Fire leadership and Incident Management Teams, SmartSource's dependable support plays a pivotal role in safeguarding lives and preserving structures during unpredictable wildfire incidents.



ADDITIONAL VALUE FOR CIOs OF STATES AND COUNTIES

Cost Savings

Our Rapid Deployment Program streamlines operations and reduces overall costs for IT procurement, maintenance, and support, ensuring optimal resource utilization.

Scalability and Flexibility

Our solutions are scalable and flexible, catering to the varying needs and sizes of different agencies, from small county departments to large state organizations, without compromising on quality or efficiency.

Risk Mitigation

Our standardized procedures and rapid response capabilities mitigate risks associated with IT failures or delays during critical incidents, ensuring uninterrupted operations and minimizing potential losses.

Compliance and Security

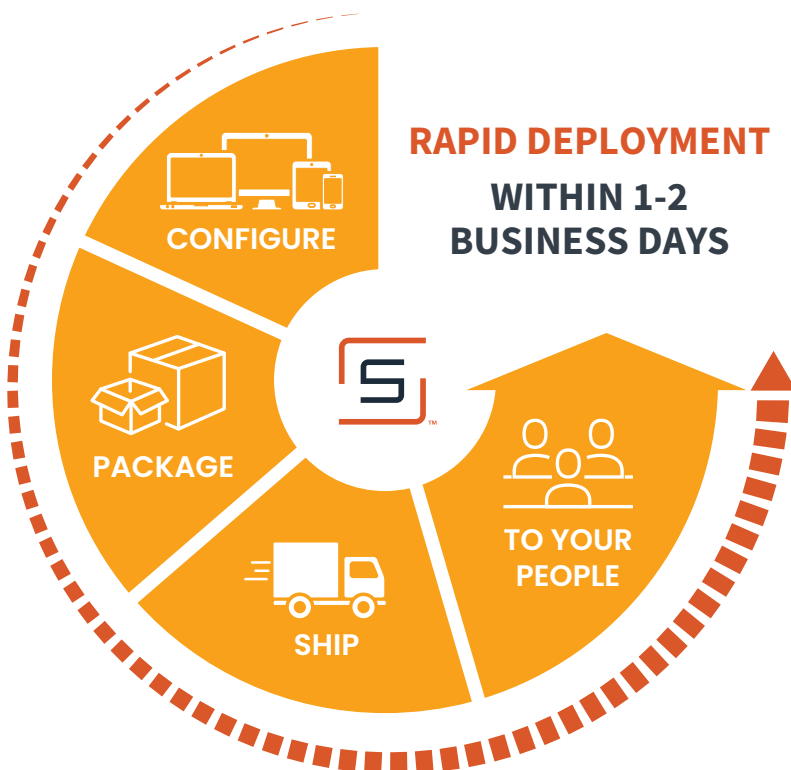
Our custom imaging and configuration solutions comply with relevant regulations and security standards, providing CIOs with peace of mind regarding data protection and infrastructure security.

Innovative Technology Solutions

We continuously innovate to provide cutting-edge solutions that address specific challenges and drive efficiency improvements for agencies, ensuring they remain at the forefront of technological advancements.

Partnership Approach

We collaborate closely with agencies, listening to their needs, providing customized solutions, and continuously improving services based on feedback and evolving requirements, ensuring a solid and productive partnership.



With almost four decades of experience managing and deploying a large, revolving inventory on a national, regional, and local scale, our team understands the processes and resources necessary to manage successful task workflows, reduce risks and issues, and effectively communicate during every step of the process.

For more details, contact Tom Joanes at 480.236.5025, tjoanes@thesmartsource.com, or schedule a meeting [here](#).