

CASE STUDY

Supporting Soldiers Through Critical Personnel Milestones U.S. Army Personnel & Administrative Services

Mission Enabling Solutions

We deliver administrative and technical services through an innovative and value-added approach focused on efficiency and optimization and fully aligned with our customer mission objectives.

- Project Management & PMO Support
- Military & Family Support
- Personnel & Admin Support
- Training & Education
- Application Management
- Data Management

Mission Ready Solutions. Delivered.

Background

Dynamic Systems Technology, Inc. (DysTech) supports a U.S. Army Directorate of Human Resources (DHR), delivering personnel and administrative services that help Soldiers navigate critical career milestones. From arrival and reassignment to deployment, separation, and retirement, Soldiers rely on accurate information, timely documentation, and knowledgeable assistance. DysTech provides this support while sustaining administrative and postal operations for the installation community. Our personnel coordinate with Soldiers, Families, and Government offices to complete essential actions, maintain accurate records, and help Soldiers move efficiently through each stage of their service.

The Challenge

Soldier movements and career transitions involve interconnected requirements, firm deadlines, and coordination across multiple offices. Incomplete readiness documentation can complicate deployment preparation; inaccurate reassignment orders can disrupt a move; and errors in separation documents can affect access to benefits after service. DHR must manage these time-sensitive actions while sustaining daily customer services and accommodating deployment and redeployment surges. Success depends on accurate processing, clear communication, and consistent follow-through from initial request to completed action.

Our Solution Delivery Approach

DysTech connects direct Soldier assistance with disciplined personnel processing, identifying innovative technology solutions to streamline workflows, improve efficiency, and expand capacity to serve Soldiers. Our personnel review documentation, verify information in authorized Government systems, and resolve discrepancies with Soldiers and Government offices across in-processing, reassignments, readiness processing, identification and eligibility services, and separation and retirement activities. Our team processes installation transactions, supports reassignment orders and clearance requirements, and coordinates corrections to deployment readiness documentation. For transitioning Soldiers, personnel audit records and review separation documents with them before final processing. We use workload tracking and quality review results to identify pending actions, prioritize deadlines, and address processing issues before they delay Soldier services. Administrative, records management, and postal services maintain official records and correspondence flow, supporting Soldiers through career milestones while sustaining daily DHR operations.

Key Outcomes

- ✓ **Support 5,000 Soldier arrivals and departures annually**, helping Soldiers integrate into the installation and complete required departure processing.
- ✓ **Prepare over 3,100 reassignment orders annually**, supporting Soldier movement and coordination of assignments.
- ✓ **Process an estimated 1,900 separation orders annually**, supporting Soldiers through critical career transitions.