

## CASE STUDY

**Improving accountability, access, and outcomes for soldiers, veterans, and their families through data-driven, integrated service delivery.**

## 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
- Transition Processing
- Application Management

## Mission Ready Solutions. Delivered.

### Background

Founded in 1999, Dynamic Systems Technology (DysTech) has delivered mission-focused support across the Civilian, Health, National Security, and Defense sectors of the U.S. Federal Government. We have supported customer programs in all 50 states, four U.S. territories, and international locations. Our mission is to deliver integrated solutions that help organizations operate more efficiently, securely, and effectively, creating lasting impact for the communities they serve. Since 2010, DysTech has been a trusted partner to the Department of Defense (DoD) and the U.S. Army, providing solutions that improve outcomes and benefits for soldiers, veterans, and their families.

### The Challenge

From the demands of active service to the uncertainty of transitioning into civilian life, soldiers require integrated, specialized support systems that address career readiness, personal well-being, and family stability. The growing pace of deployments, relocations, and post-service transitions has made comprehensive, end-to-end support not just beneficial – but essential to mission readiness and long-term success.

- 60K+ soldiers transition annually
- Military families relocate every 2–3 years on average
- 60%+ of veteran's report difficulty navigating benefits and support services post-separation

### Our Solution Delivery Approach

Since 2003, DysTech has supported the Army's transition to an integrated Human Resource (HR) platform. From early DIMHRS development to today's IPPS-A, our role has evolved from supporting development and implementation to enabling effective system use – streamlining HR processes, training personnel, and driving adoption across the force. Our approach transforms legacy, fragmented workflows into a modern, integrated service delivery model that sustains soldier readiness across the lifecycle. Leveraging deep Army experience, we enhance data accuracy, visibility, and accountability across personnel systems – reducing delays, errors, and administrative burden for soldiers, veterans, and their families. By combining high-volume processing with training, user enablement, and performance monitoring, we improve decision-making, accelerate service delivery, and ensure consistent access to critical benefits. Our centralized, performance-driven model integrates HR, administrative, identity, and records management with strong quality controls, real-time data validation, and scalable surge capacity – strengthening program integrity, improving user experience, and delivering dependable, population-centered support during deployments, relocations, and transitions.

### Key Outcomes

Since 2018, we have supported more than 1.4M soldiers, veterans, and family members, delivering measurable improvements in service accuracy, timeliness, and access. Our approach has reduced administrative friction, improved data reliability, and strengthened accountability across personnel processes, resulting in a more responsive, efficient, and mission-ready HR enterprise.