



**Transforming USDA's
Supply Chain with SAP:
A Success Story**

Enhancing Supply Chain Management with SAP

The USDA Web-Based Supply Chain Management (WBSCM) program is a sophisticated online system designed to manage the ordering, acquisition, distribution, and tracking of food and commodities for various domestic and international programs.

WBSCM serves as a comprehensive platform for activities related to food and commodity procurement, including ordering, solicitation, offers, award management, delivery tracking, invoicing, and payment. The program supports domestic food assistance programs (such as school lunch programs and food banks) and international food aid programs (such as Food for Peace and Food for Progress).



The Challenge

The WBSCM system faced numerous challenges, including user acceptance issues due to poor performance and outdated UI practices, stabilization and visibility issues, and inefficiencies due to inconsistent data and duplication.

The Perfect Partnership

Resolve Tech Solutions (RTS), together with NS2/CACI, implemented a Concept of Operations (ConOps) to ensure a stable, secure, and available solution for the USDA.



Performance Enhancements:

RTS optimized WBSCM application screens, reducing design, build, deployment, and maintenance time and cost. Long-running transactions were remediated, improving performance by 300%.



Maintenance and Updates:

RTS performed support pack updates and implemented a maintenance release strategy, upgrading Solution Manager to version 7.2 and activating Charm for transport management.



Monitoring and Documentation:

Automated processes for monitoring and documenting test deliverables were established, improving overall efficiency and user experience.

Resolve Tech Solutions has consistently demonstrated its expertise in delivering high-impact, technology-driven solutions that address complex challenges and drive significant improvements for the USDA. By leveraging advanced technologies and maintaining a customer-centric approach, RTS continues to support the USDA's mission to enhance food and nutrition programs both domestically and internationally.

Awards



Most Promising Artificial Intelligence Solutions Provider by CIO Review



Artificial Intelligence Breakthrough Award for Hybrid Intelligent Systems



Top 25 Executives for Artificial Intelligence



Top 25 Artificial Intelligence Companies



Outstanding Partner Award from SAP NS2



SAP America Service Partnership Excellence



SAP America Quality Award



SAP America Partner of the Year Award



SAP Innovation Challenge Best Mobile App Award

Why RTS?

Resolve Tech Solutions (RTS), an award-winning IT consulting firm with over 25 years of experience, empowers businesses to achieve their IT modernization goals. Headquartered in Dallas, Texas, RTS offers a comprehensive suite of services including core system upgrades, cloud migration, digital transformation, SAP expertise, and pre-built AI/ML solutions through Juno Labs. Our team of over 1,000 IT professionals helps businesses unlock actionable insights, streamline workflows, and achieve cost reduction through cloud adoption. As a trusted partner for Fortune 500 companies, RTS offers end-to-end solutions and support, allowing businesses to navigate their digital transformation journey with confidence.

Let's Talk:



www.resolveotech.com



info@resolveotech.com



+1 214.310.1020



[www.linkedin.com/company/
resolve-tech-solutions/](https://www.linkedin.com/company/resolve-tech-solutions/)



Dallas

15851 Dallas Pkwy Unit 1103
Addison, TX 75001

Houston

1500 S. Dairy Ashford Unit 285
Houston, TX 77077

Washington DC

Bangalore

Kochi

Hydrabad

Gurugram