

Program : U.S. Federal Agency

Project : Overseas IT Hardware Refresh

Time Period : 2013 (Since 2004)

Location : Worldwide (70+ Countries)

Contract Value : USD 3,000,000 (approx.)



Professional Staff Allocated

Barry Kroon – Managing Director (USA)

Tanya Daugherty – Project Coordinator (USA)

Susan Dingler – Project Assistant (USA)



Costa Rica, Panama, Eastern Caribbean, El Salvador, Ecuador, Guyana, Peru, Guatemala, Jamaica, Nicaragua, Belize, Dominican Republic, Colombia, Paraguay, Mexico, Vanuatu, Fiji, Micronesia, Samoa, Tonga, United States



Objective : Provision of IT Hardware to posts around the world on a scheduled 3-year refresh cycle. The mission is to have all equipment in country on location prior to the setup and installation to be performed by special teams from the US. The challenge is a just-in-time approach and flexibility in the supply chain management as a result of inventory management.

Planning & Procurement: IPA has facilitated the Overseas IT Refresh since 2004 and has worked closely with many agency locations for over 25 years. IPA assists in determining IT needs and developing agency-wide standards for products such as HP servers, desktops, notebooks, and other IT equipment. 2013 was the first year to include the additional services of asset tagging and management, and configuring and building server racks on IPA’s secure site to provide remote access to the agency’s Engineering Team to allow for additional configuration and imaging prior to shipment.

Equipment & Supplies : Configured-to-order HP servers, desktops and notebooks. We also provide HP Printers, APC Back UPS, Cisco Routers, as well as consumables (backup data tapes and toner, etc.) and more.

Supply Chain & Logistics : Tailored supply chain with combination of asset management services, consolidation of equipment, export packaging and shipment to final destination, to include inland African destinations. Methods of shipment entail direct air, sea and multimodal transportation. Reporting to the agency on a bi-weekly basis to provide status updates and 24/7 via web portal to download shipping documents.

Support & Aftersales : Through warranty programs of Hewlett Packard & APC combined with IPA spare parts inventory management program.



Equipment Builds



Inventory Control



Export Packaging



Full-Box Crating