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Large Federal Agency Launches New PCS Program in 3 Months With mLINQS

mLINQS Professional Services tailored the platform to unique agency requirements and trained hundreds of employees, helping the customer launch on schedule across 21 organizations.



Turning Unique PCS Requirements Into an Operational Workflow

A large federal agency faced a compressed March-to-June timeline to put a newly approved PCS program into operation. With a highly specific set of program requirements to account for, mLINQS Professional Services worked closely with the agency to understand its requirements and configure the platform around its approved process.

The team translated those requirements into a configured workflow, then trained hundreds of agency employees over several weeks. By adjusting training and developing new materials as needed, mLINQS Professional Services helped prepare users for an on-schedule June launch across 21 organizations.

> The mLINQS Professional Services team has been exceptional during the implementation of the new program. They are available when we call or email and have gone above and beyond with the configuration, adjustments, and workarounds to get the organizations set up in the test and production environments. Also, the adjustments to parts of the training as well as creation of new slides to cover lump sum material was very professional covering the material needed.
>
> **Branch Chief at Large Federal Agency**

Results

On-Schedule Launch

The agency moved from initial discussions in March to an on-schedule June launch across 21 organizations.

Hundreds of Employees Trained

Professional Services trained hundreds of agency employees over several weeks, adapting training and materials for the new program.

Configuration Built Around Agency Requirements

mLINQS incorporated the agency's formulas and eligibility rules directly into the workflow, helping users apply the approved process consistently.

A Configurable Platform Backed by PCS Expertise

Federal PCS programs can involve complex requirements that vary by agency. mLINQS pairs a highly configurable platform with experienced consultants who work directly with agencies to understand those requirements, configure the right workflows, train users, and support successful implementation.