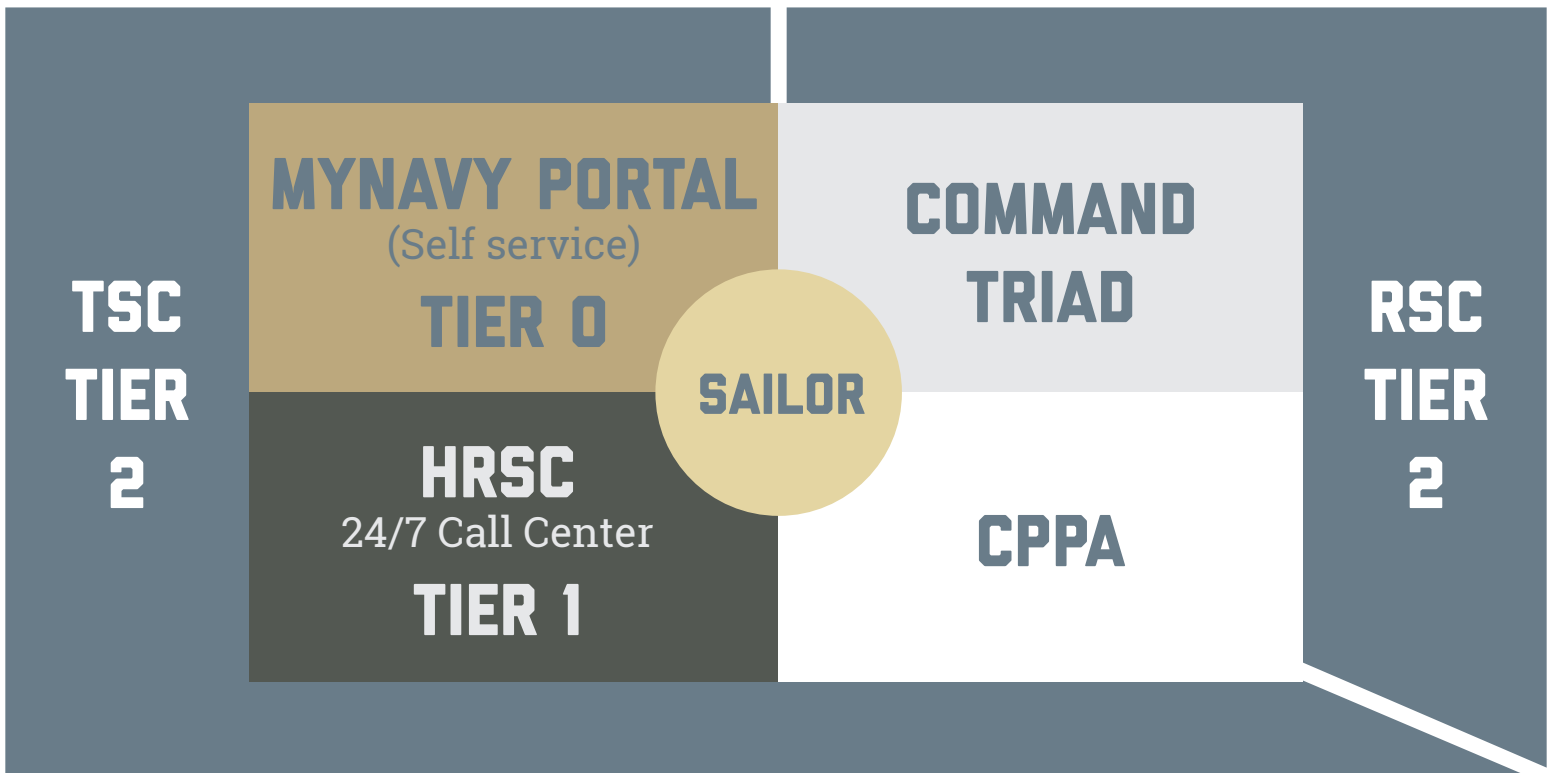


# TAKING CARE OF TODAY'S SAILORS



## CUSTOMER SERVICE: THE OPERATIONAL IMPERATIVE

The Navy is continually improving our HR service delivery model so it is accessible by Sailors around the clock and around the globe – whether through phone, email, chat, or online self-service.

We are building a 24/7 globally responsive personnel and pay system, one where today's Sailor is the center of gravity, and one that will give Sailors more visibility, more access, and more control over their record and their career.

Within the MNCC organization, we are replacing legacy processes and systems, hiring more military and civilian personnel. We are deploying a tiered-level service support of experts around the globe so Sailors' information is available across the enterprise. A Sailor's pay transaction can be processed anywhere in the world, continuously, efficiently and accurately.

