



The IntegrITS Weekly Digest



Operational Excellence

Welcome to *The IntegrITS Weekly Digest*!

When we think of our IntegrITS Family, we picture an elaborate set of unique puzzle pieces that come together to create a team for which we are deeply proud. Each one of you plays a key role in making IntegrITS the company that it is today. When we update our customers or bid for new jobs, it makes us proud that we can confidently demonstrate the integrity and excellence of our team. This is why it is so important for us to spotlight teams and individuals who are actively embodying the values and work ethic that are central to our mission.

As we prepared to interview Rick Ponzo for the Operational Excellence series, we considered what IntegrITS would look like if we didn't have him in the various roles he has served in over the years. Boy, was that hard to imagine!

Would we have the longevity of our work with NAVWAR? Would payroll run smoothly? Would our robust Customer Relationship Management (CRM) and data management systems exist?

As you read along and learn more about the role Rick has played in the IntegrITS family over the years, you will understand why it is so hard for us to imagine what the company would look like without this essential puzzle piece.

Operational Excellence: Rick Ponzo, Senior Systems Architect



There at the beginning...

Rick has been with IntegrITS since the very beginning. He joined the team in 2000, and of course his detailed mind recalled during our interview that he was employee number 26. Apart from a brief, one-year hiatus in 2005, Rick has been with IntegrITS ever since.

When you consider Rick's background, you are able to see how every step of his professional and educational journey led him to the expertise he wields in his role as Senior Systems Architect today.

Rick credits his time in the Navy as a Hovercraft Navigator for having helped him gain discipline and perseverance. Rick explains, "Nine years in the Navy helped give me the discipline I lacked to prepare me for whatever came my way." After leaving the Navy, Rick began working in IT in 1993. He honed his skills by studying Computer Science (Programming), for which he earned a degree from Coleman College.

When Rick first started working with IntegrITS, SPAWAR (now NAVWAR) had contracted with us to build a database in preparation for Y2K. Yes, that is a blast from the past you probably haven't thought about in a while.



Rick shared, "They had me build a database that was on the East Coast and the West Coast. So that when Y2K came and everything started failing, they'd have some way to document it all. On that night, the captain of SPAWAR was in my cubicle, sitting there, waiting for stuff to happen." Thankfully, as we all know, our Y2K fears never came to fruition.

It all began with a \$20k contract...

Did you know that the current IntegrITS team of 21 people working at NAVWAR and the longevity of our work with three of the four major Navy system commands began with a small \$20k contract? In 2003, Naval Air Technical Data and Engineering Service Command (NATEC) hired IntegrITS on a \$20k contract to design an issue-tracking database to keep track of fleet support work. Rick explains, "NATEC sends engineers out to the ship to work on Naval aviation equipment. They wanted to keep track of what they were doing." After he completed that project, the customer was so impressed with his work that they kept expanding the scope of the project.

"And then they said, 'Can you tell us who the technicians are who go on these calls?' I said, 'yes.' And I set up a whole database tied in with the other one. And then they said, 'We also want to keep track of their qualifications to make sure they're qualified to go out.' So, then I set up a separate qualification table."

This back and forth continued for TEN YEARS!

In the end, Rick spent 18 years as a Remedy developer designing customer service databases and customized user interfaces for NAVWAR, NATEC, and NAVSUP Fleet Logistics Center San Diego. His work continues to allow customers to gather the right data and metrics that help them make informed decisions in support of the Warfighter. What an incredible example of how one's commitment to excellence, no matter how small the project, can yield such impactful results.

In recent years, Rick's role has transitioned to a new area of impact by supporting IntegrITS employees through:

- Employee Account Administration
- Timesheet and Timekeeping System Support
- Payroll Preparation and Processing
- HR Data Management Support

A person of integrity...

We often refer to the “integrity” in our name, IntegrITS. Rick has proven himself to be a person of integrity, not only through his work at IntegrITS, but also through his service to the community. We all wear different hats outside of our professional lives, and Rick’s “hats” include the role of husband, father, and full-time pastor.

In 2011, his church, Calvary Chapel Fountain Hills opened its doors. “We serve in a community where the average age is 54, so our church is mostly older people who thrive on consistent teaching, fellowship and excellent pot-lucks. As a pastor I prepare messages for Sunday, as well as men’s Bible studies every other week. I have had the opportunity to officiate weddings, and sadly, due to the age of the community, many memorials for members who had been with the church for years.”

Additionally, Rick has been inspired by his wife Cheryl’s extensive involvement in their community. He jokes that many times he is “volunteered” to volunteer by her, but we know his investment in the community comes from a deep compassion and desire to serve that he carries within himself.



Rick and his wife, Cheryl.

"I oversee the Good Samaritan Fund which collects donations from the local churches and community and distributes those funds to people in need in the community. This is especially helpful to those who live on fixed incomes, but their utility bills climb excessively during the summer due to the intense heat."

Rick also volunteers at the local community center. Furthermore, he shares that one of his "greatest blessings" has been the opportunity to lead tours to Israel and perform baptisms in the Jordan River in Jerusalem.

When we asked Rick's colleagues how they would describe him, words like helpful, out-of-the-box thinker, humility, confidence, and expertise were mentioned. They came to the agreement that the philosophy of servant leadership encompasses all the characteristics they appreciate about Rick. He constantly thinks of others and how he can best support the IntegrITS Team. He manages to wield his intelligence and expertise with confidence and humility. He exudes kindness, and he is truly a joy to work with.

Rick, thank you for your years of service to the IntegrITS mission and your commitment to excellence. We are honored and grateful to have you, Cheryl and the kids as a part of the IntegrITS family.



Tip of the Week

In addition to being able to view your PTO in [SaaS](#), you can also review your PTO status on your Insperity paystub. Important Note: the PTO displayed on your paystub is as of the last pay period.

Coming Soon: *The CEO's Corner*

Join us next week as we kick off the month of May with a message from our CEO!

Comments/Questions?

If you have any comments or questions about this week's newsletter, email us at news@integrits.com.

We have also created a website where we are storing the archives of all our newsletters to date: <https://integrits.com/digest-archives/>.

Have an incredible week, and we'll see you next Thursday!

Warmest Regards,
The IntegrITS Weekly Digest
<https://integrits.com/digest-archives/>

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