Our Vision: Unparalleled Service

Our Mission: To provide timely, accurate, high-quality, cost-effective, and customer-focused support for selected NASA business and technical services.

NASA Values: The NASA core values of safety, excellence, teamwork, and integrity are the driving factors in the way that we do business across the Agency. By focusing on the NSSC Vision and Mission, we make these core values part of our daily lives.

Benefits of the NSSC’s Business Model

• Achieves cost savings for the Agency by:
  • Consolidation
  • Standardization
  • Automation

• Improves Customer Experience through:
  • First-call resolution
  • Self-service capability
  • Timeliness/Quality

• More focused customer service

What makes the NSSC unique?

• Customer Contact Center
• Service Recovery Plan
• Transparency
  Monthly Performance / Cost Reporting
  Operating Like a Business – rates for services / bottom-line results
• Process discipline

• Structured management of customer interactions
• Sustained and systematic focus on customer service
• Chargebacks drive a balance between service and cost
• Business intelligence and data-driven decision making
Transition
Since going “live” in March 2006, over 60 activities have been transitioned in the functional areas of Financial Management, Procurement, Human Resources, Enterprise Services, and Agency Business Services. The NSSC is the only known shared services organization to provide services crossing five functional areas within one Center.

Innovation and Automation
In FY18, the NSSC will begin offering Intelligent Automation Services (IAS). IAS is a software application that mimics human interaction with computers, enabling organizations to automate existing user actions and have those actions performed by a digital employee. This new service capability will allow NASA customers to identify routine and repetitive tasks within an overall business process that can be automated and have those tasks performed by a digital employee.

The utilization of digital employees can provide Agency leaders with an innovative solution for reducing operating costs, improving operational efficiencies, and increasing organizational ability to respond to the customers’ evolving needs. Digital employees can be impactful in any function running high volume, rules-based work. Additionally, they can perform these tasks around the clock at a fraction of the cost of a human resource and without manual errors or a need for mitigating processing risk.

Lower Costs
The NSSC targets lowering costs for services in a number of ways: optimizing processes, reducing overhead, broadening the service base, and marketing approved capabilities to other federal agencies.

Recognition of Excellence
April 2017: The NSSC Enterprise Services Center (CCC/ESD) was winner in the Overall Excellence category at the 2017 Government Customer Service Excellence Awards.


March 2014: The NSSC was runner-up in the Excellence in Customer Service category at the Shared Services and Outsourcing Network Excellence Awards.

March 2012: The NSSC won first place in the Excellence in Culture Creation category at the Shared Services and Outsourcing Network Excellence Awards.

April 2011: The NSSC’s Customer Contact Center (CCC) was winner of the Government Customer Support Excellence Award (GCSEA) in the Technical Excellence category.