Revolutionizing Customer Support for Human Resources and Pay

The Integrated Personnel and Pay System - Army (IPPS-A) automates the customer support process that Human Resources (HR) Professionals are executing today. IPPS-A provides Soldiers the ability to initiate personnel actions on their own behalf via their mobile device, which serves as the first line of defense for HR customer support. HR Professionals have access to traceable customer support software, which connects the Total Army from the lowest echelons to Human Resources Command (HRC).

Primary support will still be delivered by battalion-level HR Professionals. IPPS-A provides HR Professionals 21st century tools to answer, triage or escalate customer support issues electronically, increasing their efficiency. IPPS-A’s customer support capabilities increase unit readiness because Soldiers can focus on their mission — their service to the Nation — rather than tracking down HR and pay related answers.

Want to learn more about IPPS-A?

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One Soldier ★ One Record ★ One Army