



Major Aircraft Engine Manufacturer

Team effort required to implement GOLD™ and seamlessly transition Air Force C-130J engine program

SUMMARY

MIRO led a team effort to implement the GOLD™ software system for a major aircraft engine manufacturer to manage maintenance and logistics for the Air Force C-130J AE 2100D3 Engine Program. The project was unusual in that it required a 'seamless transition' from the incumbent contractor to the new contractor in record time, without interruption of ongoing base-level support to the Air Force.

CHALLENGES

The OEM won an U. S. Air Force contract for performance-based logistics supporting operations at eight Air Force bases and Air National Guard stations in the USA and Operation Enduring Freedom at Al Udeid AB, Qatar. The European-based OEM manufactures the engines for the C-130J Super Hercules heavy-lift aircraft and provides maintenance and consumable logistics support to users in the Air Force community. However, the engine nacelles, propellers, and propeller LRUs are supported by third-party contractors, requiring a high degree of coordination in the repair and return of failed components to the Air Force. More significantly, the OEM had no experience in providing logistics support through direct communications with the Air Force via the Department of Defense (DOD) MILSTRIP (MILS) management system.

This program was unlike any other which MIRO Technologies had previously supported. Although GOLD is the software solution of choice for 15 of the 18 Air Force Contractor Supported Weapons Support System (CSWS) programs, MIRO Technologies is typically engaged when a new CSWS program is first implemented by the Air Force. In the case of the C-130J AE 2100D3 Engine Program, the C-130J program was already functioning at full tempo under the management of the incumbent contractor. So the challenge was to orchestrate the transition from one contractor support activity to another without interruption of base-level support to the Air Force.

Additionally, the reality for the aircraft engine manufacturer was that the Air Force contract was not effective until the actual date of transition, which meant that the OEM was effectively operating 'at-risk' for any actions undertaken prior to the date the Air Force ratified the contract. Aside from the financial implications to the OEM, this also had the potential to significantly impact logistics support for contracted components - since all repair and consumable support was required to continue as normal until the actual day of contract transfer.

SOLUTION

The OEM engaged AAR Corporation in Wood Dale, IL as a third-party logistics integrator to coordinate the GOLD software solution for the business processes required by the OEM in support of the C-130J program. MIRO Technologies had already worked with AAR in the implementation of GOLD for two other highly-successful Air Force programs, so there was already a significant level of shared expertise for this type of implementation effort. MIRO Technologies installed GOLD on an AAR server in Wood Dale, IL and coordinated with AAR in the tailoring of the software setups and connectivity to support OEM remote business processes in the USA and Canada. MIRO Technologies also tailored the GOLD software to support direct two-way MILS logistics communications with each of the supported Air Force activities via the Defense Automated Addressing System (DAAS).

The aircraft engine manufacturer and AAR - with technical support from MIRO Technologies - worked directly with the Air Force and the incumbent contractor to coordinate the transfer of operations to the new system. This required that all supported transactions in the Air Force Standard Base Supply System (SBSS) be transferred to the newly assigned Air Force Routing Identifier for the OEM; that all Air Force material warehoused in Biloxi, MS be inventoried, packaged, and shipped to the OEM; that shipped material be received, inventoried, and stowed in the newly established government bond room; that all existing backordered requisitions be transferred; that all existing in-repair components be tracked to completion and then transferred; and that the OEM be up-and-running on the first day of the contract, having received GOLD software training for all partners in the program, including AAR, pertinent OEM staff, and UPS - which was contracted by the OEM to provide all warehousing and shipping under the program.

RESULTS

Less than 45 days after MIRO Technologies received a purchase order for the GOLD software - the OEM went 'LIVE' on GOLD for support of the Air Force C-130J program. On that day, the material trucked from the incumbent contractor's facilities in Biloxi, MS was unloaded at the UPS warehouse in the OEM's central location in the mid-west, material was stowed, inbound requisitions from seven different Air Force activities were automatically processed by GOLD, picking tickets were auto-generated, and shipments were made. Within the first week, several hundred requisitions were processed and over 15 MICAPs (high priority, down-aircraft requirements) were satisfied. During the weeks immediately following the 'LIVE' date, MIRO Technologies, AAR, the OEM, and UPS continued to work together to conduct training, refine business processes, determine stocking levels for each of the supported Air Force bases, and complete the transfer of MILS and logistics records to the OEM.



Intelligent Maintenance & Logistics Software™

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