

CASE STUDY



Major Defense Contractor

Enhancing ERP System Logistics Support Using GOLD™

CHALLENGE

- ERP solution was not detailed enough for R&O operations.
- No centralized repository to manage multiple customers.
- Generate cost savings and future cost avoidance by retiring a variety of separate legacy systems.

APPROACH

- Use GOLD MRO & Supply for robust inventory management and repair tracking capabilities.
- Document initial state, determine where nonessential activities could be eliminated or automated.
- Data migration from legacy source data to the new centralized solution, GOLD.

RESULTS

- GOLD became the centralized system for the defense contractor, eliminating multiple legacy systems.
- GOLD was able to effectively track serialized parts of repair and re-manufactured items and incorporate technical directives and engineering changes.
- GOLD enhanced support to the firm's military customers.

A major defense contractor completed a successful implementation of Miro Technologies' GOLD software for repair and overhaul (R&O) operations at multiple sites within their electronic systems sector. The GOLD Asset Management module was also implemented to track Government and contractor-owned fixed assets (tagged property) within the sector.

The U.S. based defense contractor is a world leader in the design, development and manufacture of advanced electronics for military, civil and commercial use. The defense contractor's electronic systems sector required a desktop workbench solution for executing and documenting their R&O operation for multiple customers and a toolkit for managing and providing accountability, visibility, and history records for tagged property assets. Additionally, they needed a central repository of detailed repair operations data to enable their quality and engineering departments

to extract critical reliability information. They wanted to generate cost savings and future cost avoidance by retiring a variety of separate legacy systems by implementing a common solution with integration points to/from other ERP business system solutions. Migration of data into the new system was viewed as a particular challenge. Source data resided in multiple legacy systems, which made data mapping a critical and difficult issue. This issue was further compounded by varying levels of understanding of the data by diverse users.

GOLD was selected by the defense contractor for its robust inventory management and repair tracking capabilities. Miro worked closely with the customer to form a project team comprised of Miro subject experts, customer IT management, functional leaders and power users. The first step was to document the initial state, both from a functional and



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technical perspective, to determine where nonessential activities could be eliminated or automated. The diverse legacy IT landscape drove a requirement to create custom conversion scripts to effectively migrate the legacy source data into GOLD. Miro's conversion processes were found to be fundamental and quick, and were subsequently improved further by internal database administrators assigned to the project. The preparation of testing and training materials was positioned early in the project development timeline.

The GOLD installation allows the electronic systems sector to standardize its repair and overhaul business processes and fixed asset accounting at seven sites spread throughout the U.S. GOLD has become a key repository of quality and reliability data, critical to the achievement of their customers' performance-based requirements. GOLD was able to effectively track serialized parts for repair and re-manufactured items and incorporate technical directives and engineering changes, which was not possible with their legacy enterprise resource system. Additionally, GOLD has now been interfaced with the firm's SAP (ERP) software. GOLD enables the firm's electronic sector to exchange essential logistics data with the U.S. Department of Defense agencies in standard DoD formats. The GOLD suite of logistics software has clearly enhanced support to the firm's customers, including the U.S. Air Force, the U.S. Navy, and several foreign military sales (FMS) overseas customers.



Eliminate legacy systems & reduce sustainment costs, by centralizing critical logistics data with *GOLDesp*.

ABOUT GOLDESP MRO & SUPPLY

GOLD*esp*™ is a premier software solution that integrates maintenance and supply to provide lifecycle support management of high-value complex assets for air, land, sea, and space. GOLD*esp* is combat proven and fully deployable, increasing asset visibility, mission readiness, and reducing sustainment and operational costs.

ABOUT OUR COMPANY

Tapestry Solutions is The Boeing Company's Logistics Information Management Systems subdivision. Providing premier logistics COTS and custom software solutions to customers worldwide.



GOLD enabled the contractor to exchange essential logistics data with the U.S. Department of Defense agencies in standard DoD formats.

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