# Boeing C-17 GISP

## GOLD*esp*™ Sustainment Solution Exceeds Expectations

### CHALLENGE

- Full visibility of components throughout the repair process, to effectively manage repairs for the USAF.

- Meet repair turn around times incentivized by USAF contract.

### APPROACH

- GOLD to centralize the ROR program.

- Creation of the C-17 Flexible Sustainment Program

- GOLD to automatically capture incoming MILSTRIP requisitions.

- Expand GOLD to include ICP, Supply Distribution Point, and Item Management functionality directly interfacing with MILSTRIP & MILSTRAP system.

### RESULTS

- Best Fleet Reliability: Supporting C-17s in 8 countries, recorded with over 2.5 Million flight hours.

- Over 87.6% Mission Capable Aircraft.

- Exceeding Non-Mission Capable Supply Levels, keeping it well below 7%.

- Fleet Maintenance Man Hour per Flight is Maintained at 7%, which is well below the goal of 18.6%.

- 2,500 Simultaneous Users, spread over 30 sites.

The Boeing Company adopted GOLD™ software for the C-17 Repair of Repairables (ROR) program. The program used GOLD to centralize the management of the repair of unique C-17 components at Charleston Air Force Base, followed by other C-17 stations such as McChord, McGuire, Travis and Elmendorf Air Force Bases where Boeing managed the C-17 Contractor Operated and Maintained Base Supply operations as C-17s completed production and went into active service. The success of the C-17 program carried into other Boeing aircraft models and, eventually, resulted in an enterprise license of GOLD*esp*.

Boeing was unable to have full visibility of components throughout the repair process, which prevented them from being able to effectively manage the repairs for the U.S. Air Force (USAF) and meet the repair turnaround times incentivized by contract. In addition, component inventories were being individually managed by the Air Force while component repair was being managed independently by the component OEMs.

GOLD was able to centralize the ROR program under Boeing's oversight. Boeing was now able to provide performance guarantees to the USAF. GOLD provided Boeing a way to manage repair turnaround times and costs, but still under the supervision of the Air Force Inventory Item Managers at Warner Robins Air Force Logistics Center. The Boeing ROR program was so successful that the USAF decided to contract total life-cycle management and C-17 management support to Boeing, called C-17 Flexible Sustainment. Miro developed the functional capability in GOLD to automatically capture incoming Military Standard Requisitioning and Issue Procedures (MILSTRIP) requisitions from C-17 operational bases, source (or fill) the requisitions, and provide appropriate supply and shipping status back to the customer, all via standard existing MILSTRIP transactions. Boeing Item Managers could be responsible for item management support for unique parts, taking over the responsibility from Air Force Item Managers.

**TAPESTRY SOLUTIONS**™
A BOEING COMPANY

**BEST FLEET RELIABILITY**
**EXCELLENT MISSION CAPABLE RATES**
**SIGNIFICANT OPERATIONAL COST SAVINGS**

## ABOUT GOLD*esp* MRO & SUPPLY

GOLD*esp* is a premier software solution that integrates maintenance and supply to provide life-cycle 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 premier provider of logistics information management systems and simulations and training solutions for commercial, defense, and government markets worldwide. With over 30 years of specialized expertise, knowledge, and technical capabilities we allow our customers to achieve maximum efficency in their operations.

| Flexible Sustainment: Transition & POC | | | | | | GSP: Full PBL Implementation | | | | | FY 09-11 | | | GISP: Combined Program Office & USAF Product Support Manager | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 98 | 99 | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | * |
| 42 | 54 | 66 | 79 | 96 | 113 | 129 | 144 | 160 | 178 | 189 | 209 | 224 | 240 | 260 | | | | | | ** |

| Flexible Sustainment: Transition & POC | GSP: Full PBL Implementation | FY 09-11 | GISP: Combined Program Office & USAF Product Support Manager |
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| · Basic Material Management<br>· Repair of Rapairables<br>· Government Property<br>· First Line Maintenance<br>· Intial ICP Operating Capability<br>· Complex ICP MILS Capability<br>· MILSTRIP / DAAS Interface<br>· GOLD / RAMP Interface<br>· Readiness-Based Leveling (RBL)<br>· Advanced MILS Processing<br>· Material Obligation Validation (MOV) Requisition Recon<br>· Auto Release Processing<br>· Asset Manager Queue & Trigger-Based Management<br>· API Engine<br>· In-Transit Asset Visibility | · Material TCTO Module<br>· GOLD/iGOLD Deployment in San Antonio<br>· Depot Partnering MILS Functionality<br>· Beta Text - MILS CFO Reporting | · GOLD*esp* Retrofit / Kitting Deployment<br>· Boeing / GOLD Interfaces | · Beoing Acquires Miro Technologies<br>· 2014: GOLD*esp* Migration<br><br>* Fiscal Year<br>** Number of Aircraft |

The ability to "plug and play" with existing Air Force and other military service supply systems was essential to this venture, thereby establishing GOLD as the preeminent Contractor Inventory Control Point (C-ICP) software in the marketplace today. The implementation of GOLD proved to be effective in accomplishing all goals set out for Boeing and the Air Force, thus Boeing furthered the use of GOLD at the C-17 Modification Center, Boeing became the Inventory Control Point (ICP) for the C-17 partnering with Tapestry Solutions to expand GOLD to include ICP, Supply Distribution Point, and Item Management functionality capable of electronically interfacing with MILSTRIP and MILSTAP system. This implementation made Boeing appear to the Air Force personnel as any other Defense Logistics Agency depot from which they could use their standard requisitioning processes to acquire parts.

The success of the contract was followed by Boeing services and support center in Texas, where the C-17 was the first aircraft to arrive there for modifications, production retrofits and incorporation of Time Compliance Technical Orders, all accomplished using GOLD. The C-17 was followed by the KC-135 and KC-10 fleets, all using GOLD to facilitate depot maintenance and supply activities.

Significant statistics proved that GOLD helped Boeing accomplish its goals to keep the AF customer satisfied. GOLD supports the C-17s in eight countries recorded with over 2.5 Million flight hours making it the best in fleet reliability.

· 87% Mission Capable

· 2.5 Million Flight Hours

· 2,5000 Simultaneous Users

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