

PTC® Live Global

PTC 316 - PTC Technical and Service Parts Information for A&D – Solution Update

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Agenda

PTC® Live
Global

- Business challenges in Technical and Service Parts Information
- How we do it
- Solution overview
 - Create
 - Manage
 - Deliver
- Solution Roadmap
- Case study
- Q&A





Inaccessible

- Technical, service, maintenance information not readily available
- High equipment down-time/AOG
- Slow resolution times
- Low mechanic productivity
- High cost of maintenance and logistics
- Problems hiring and retaining skilled workforce
- Poor customer/ operator satisfaction
- High turnaround times
- Missed performance goals



Outdated/ Non-compliant

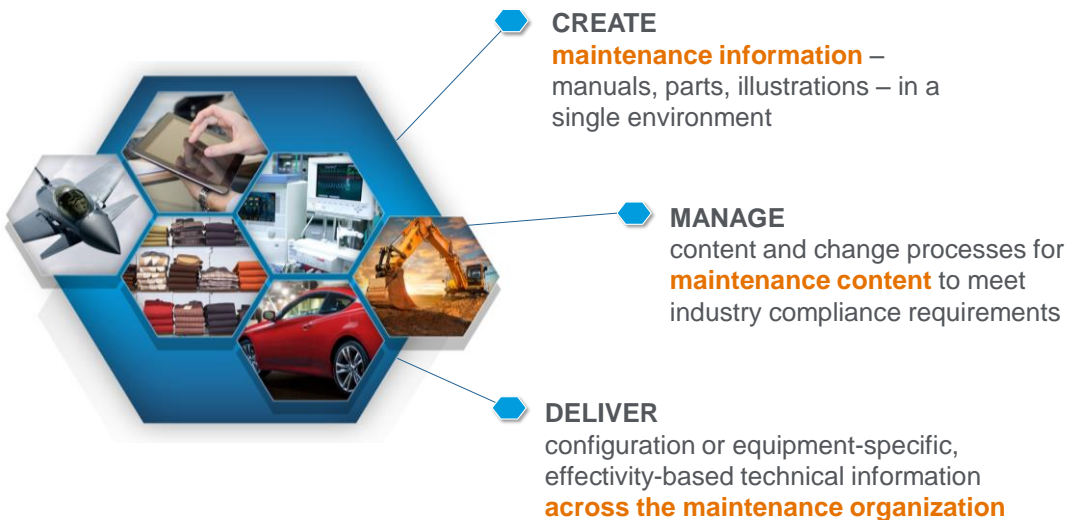
- Lack of access to updated information for maintenance and spare parts
- Technical Information does not meet compliance standards
- Increased liability and operational risks
- High penalties associated with missed contractual or regulatory obligations



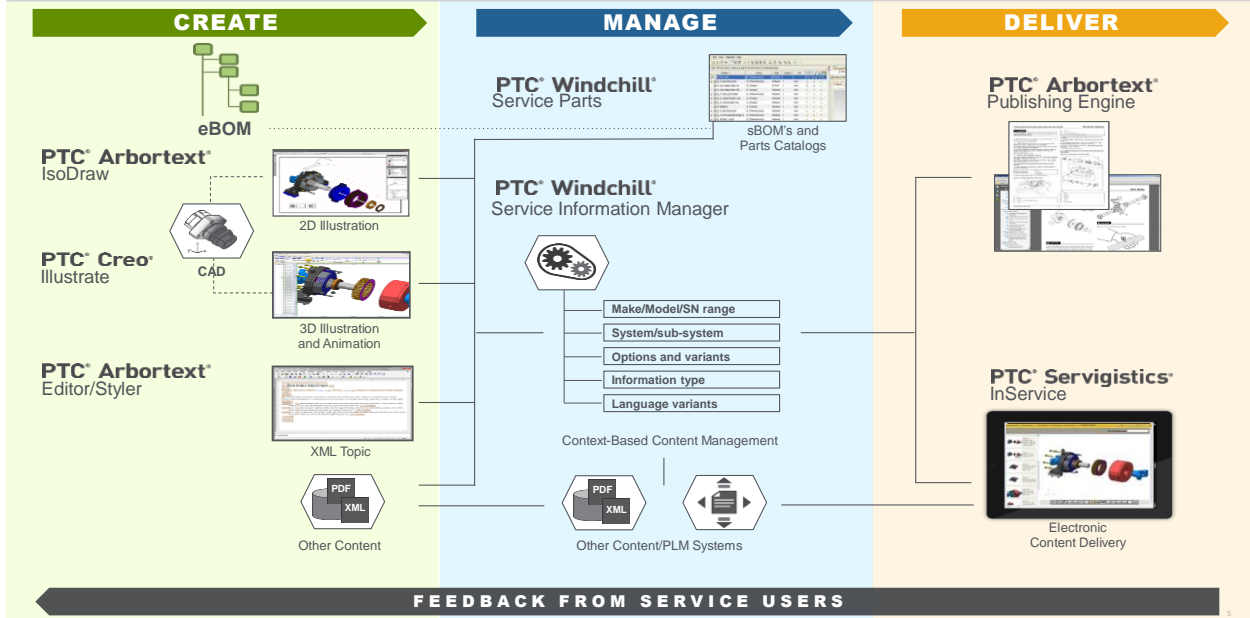
Undeliverable

- Technical information is spread across multiple systems in incompatible formats throughout the maintenance organization
- No synchronization between Technical Information and Job cards
- No integration between Technical Information and MRO system
- Information is duplicated causing increased risk of error
- Lost customers and market share
- Delayed new product shipments

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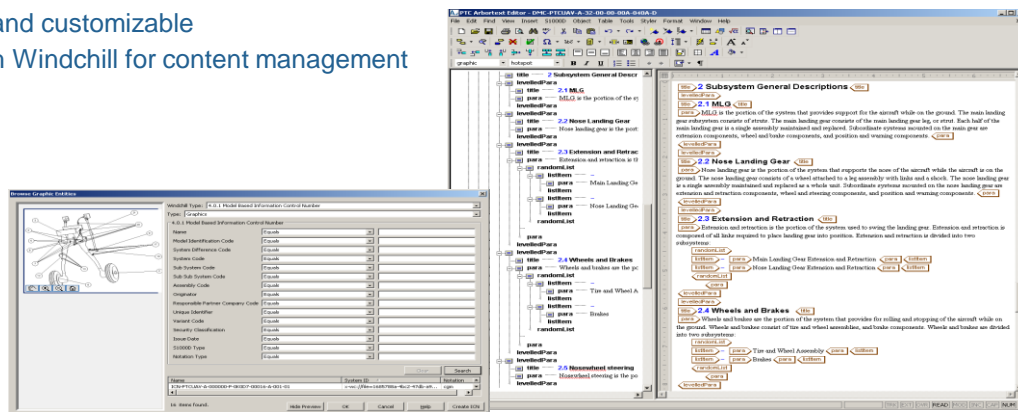


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Structured authoring tool for creating XML content

- Used by authors to generate product information
- Familiar Word processing capabilities
- Real time validation
- Powerful support for A&D standards
- Configurable and customizable
- Integrated with Windchill for content management capabilities



Enterprise level solution for technical information management

- Required to set up and administer S1000D projects
- Import/export data
- Set up SNS
- Set up DMRL
- Set up and parse against project BREQ
- Manages XML and Illustration requirements
- Manages content creation, review and publishing workflow

The screenshot displays the S1000D module interface. On the left, a task assignment window titled 'UnVerify' is open, showing details for a task assigned to Ian Boulton. The task instructions state that the data module is now in an issued state and that the user should verify the data and submit the task. The task details include: Process Initiator: Administrator, Due Date: (blank), Role: Reviewer, Assignee: Ian Boulton, Product Name: rghodke2, Product Creator: Rakesh Ghodke, Host Organization: Demo Organization, and Product Description: None. The main window shows a table of data with columns for Part Number, Name, Version, and other attributes. A blue arrow points from the 'Set up SNS' and 'Set up DMRL' bullet points to the task assignment window.

Service BOM and Parts List management

- Automatically create SBOM driven illustrated parts data
 - Generate interactive illustrations from associated CAD geometry
 - Inherit part attributes for population of provisioning data fields
 - Manage illustrated parts lists and applicability /interchangeability rules
 - Generate downstream IPC deliverables
 - XML data module (941)
 - Images (ICN)

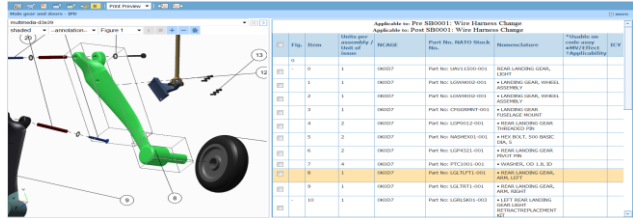
The screenshot shows the Service Parts S1000D module interface. A 'Service' menu is open, showing options to 'Generate Parts Lists for Selected Parts' and 'Generate Parts Lists for All Parts'. The main window displays a list of parts with columns for Part Number, Name, Version, and other attributes. A 3D model of a mechanical assembly is shown on the right. The parts list includes the following data:

Part Number	Part Variant	Part Sequence Number	Variant	Substance	Part Number	Manufacturer	Name	Quantity	Illustrated	Remarks
150	0	0	A	1	0000024222	KA296	ST_01_512130.asm	1	Yes	
150	0	1	A	1	0000024223	CD419	ST_01_51245.prt	3	Yes	
150	0	2	A	1	0000024224	SP158	ST_01_51276.asm	1	Yes	
150	0	3	A	1	0000024225	C2002	ST_01_51244.prt	1	Yes	
150	0	4	A	1	0000024226	KA296	ST_01_51246_3.prt	1	Yes	
150	0	5	A	1	0000024227	KA296	ST_01_51290.prt	1	Yes	
150	0	6	A	1	0000024228	KA296	ST_01_51246_4.prt	1	Yes	
150	0	7	A	1	0000024229	SP158	ST_01_51246_6.prt	1	Yes	

Contextual, graphically-supplemented information delivery

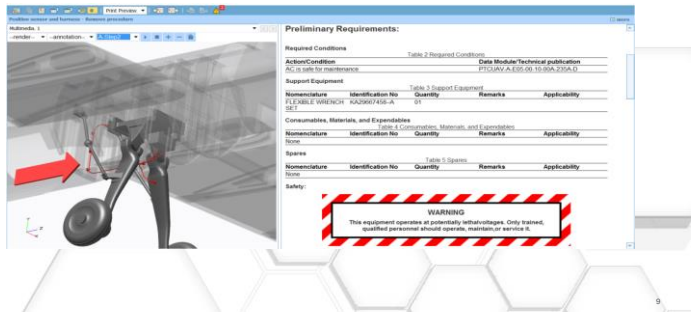
- Information Viewer

- Parts information
- Service procedures
- 2D and 3D Graphics
- Shopping cart
- PTC and 3rd Party content sources
- Robust navigation, search, filtration



- System Capabilities

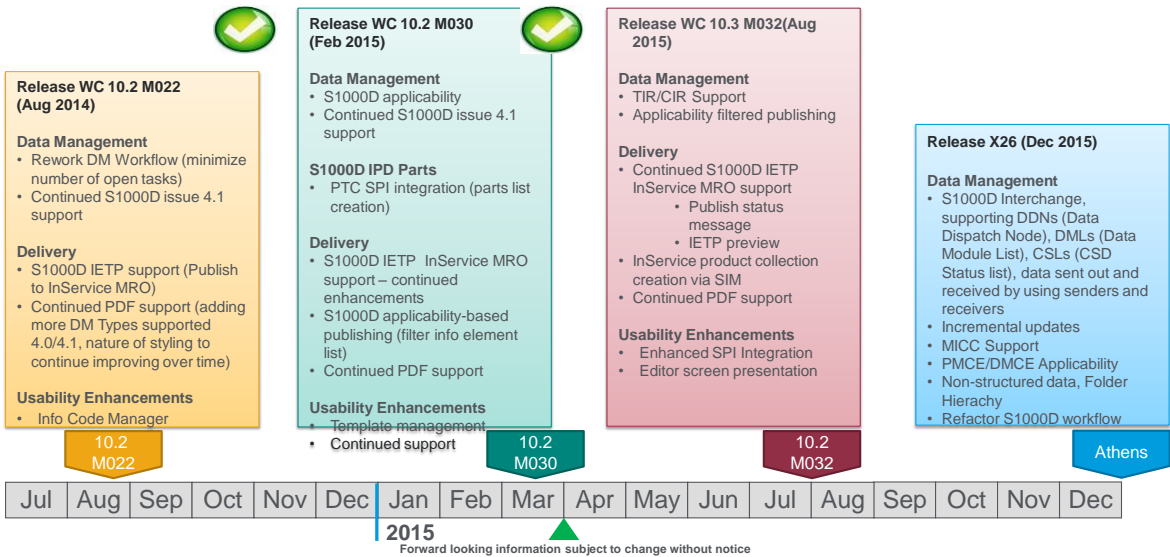
- Enterprise scaling
- PC and Mobile device support
- Creo Illustrate compatible
- Arbortext IsoView compatible
- Service Information Manager compatible
- Deployable online/offline
- S1000D & ATA Support



Solution Roadmap

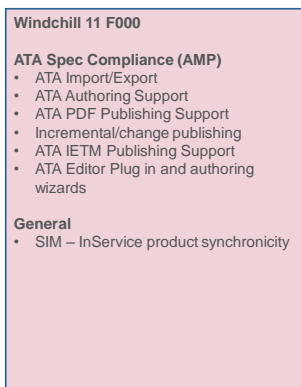
2015 - Releases in sync with the major releases of Windchill

S1000D Issue 4 and 4.1 Scope

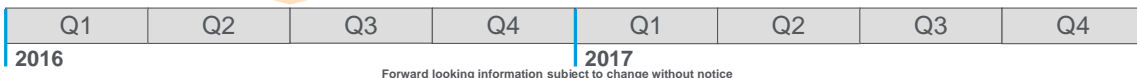


All releases in sync with the WC major releases

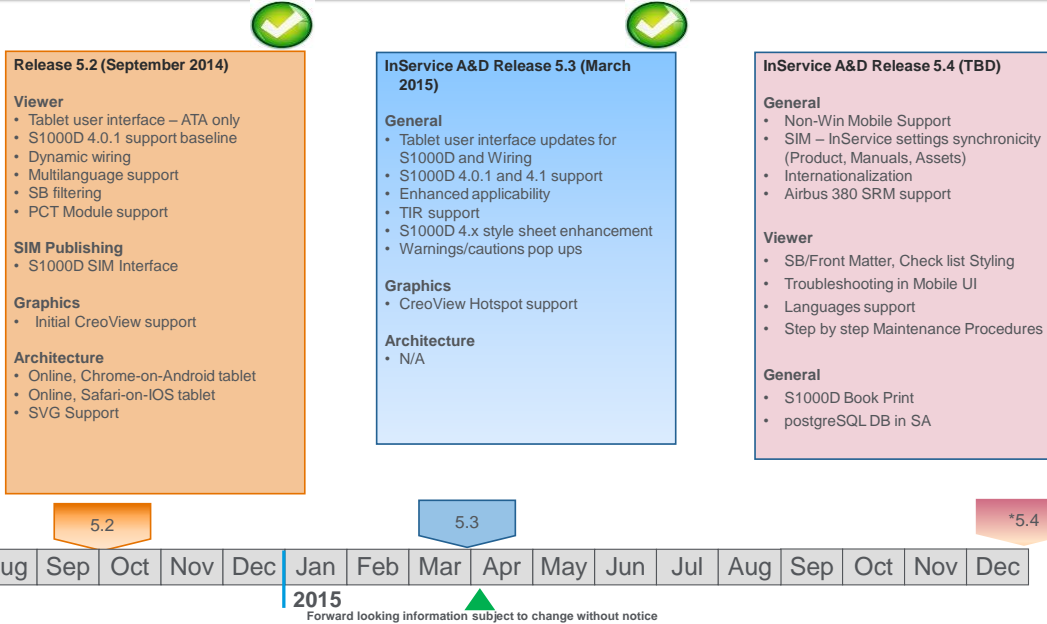
ATA AMP Scope



11 F000

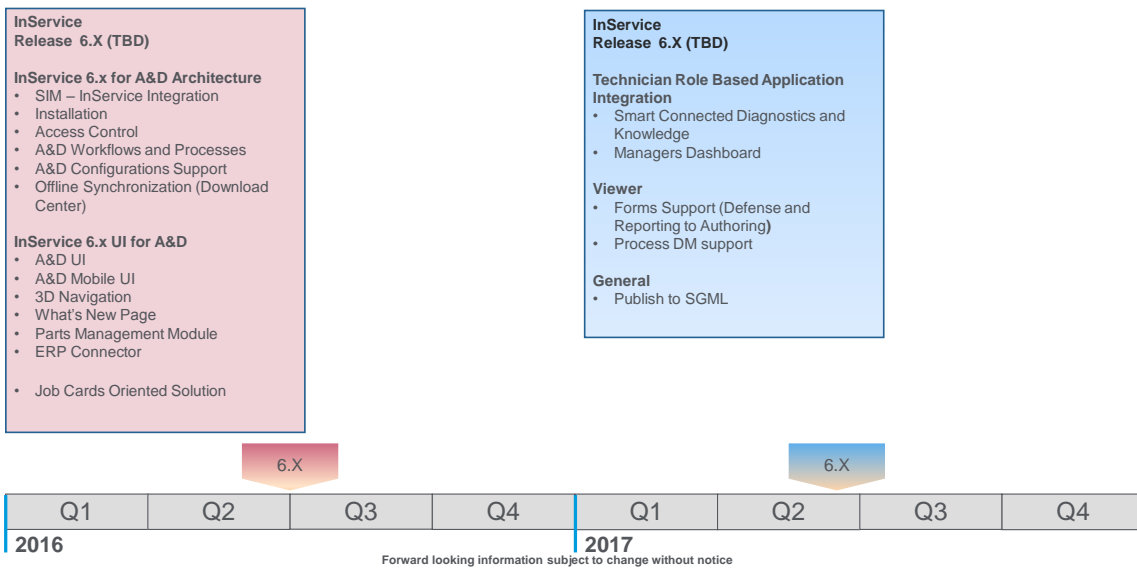


InService A&D Near Term Roadmap (A&D accounts)



InService A&D Long Term Roadmap - Convergence

InService A&D Next Gen Convergence – 2016 thru 2017





Up-to-date, accessible maintenance information – anytime, anywhere

Before

Struggling with outdated technical information across disparate systems throughout the maintenance organization

After

Provides a single maintenance information system that is configuration-specific and industry compliant

An enterprise maintenance information solution to...

- **Create** a single system for maintenance and logistics information
- **Manage** structured content and change processes to meet industry compliance requirements
- **Deliver** configuration or tail-specific, effectivity- based technical information across the maintenance organization

...faster turnaround times and improved equipment performance

- Optimal equipment availability and performance
- Reduce cost of maintenance and logistics
- Increase technician productivity
- Meet industry compliance requirements



FedEx Express is a cargo airline based in Memphis, Tennessee, United States. It is the world's largest airline in terms of freight tons flown and the world's fourth largest in terms of fleet size. It is a subsidiary of FedEx Corporation, delivering packages and freight to more than 375 destinations in nearly every country each day. FedEx Express is the world's largest express transportation company.

Initiatives

- Needed to include OEM manuals, FedEx manuals and 3rd party manuals
- Support largest airline (>700 tail numbers)
- Needed to integrate with Maxi-Merlin, Documentum DMS, XMetaL

Solution

- PTC Enigma
 - >8,000 users globally
 - Impacts >700 tail numbers

Results

- Positive impact on >700 tail numbers
- Deployed globally to >8,000 users



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