



TECHNICAL AUTHORIZING & ILLUSTRATION WITH THE HICO TECHDOC-SUITE™ FOR THE BOMBARDIER CHALLENGER 350

CHALLENGER 350 - A REAL CHALLENGE FOR TECHNICAL DOCUMENTATION

HICO as full-line supplier for Integrated Product Support (IPS) or Integrated Life Cycle Support (ILS) and FACC AG as Tier1 Supplier of BOMBARDIER Business Aircraft (BBA) successfully create, manage and publish Technical Publications according ATA e-Business Standards for highly modular BOMBARDIER Business Aircraft Challenger350 Interior using the HICO iPS.Suite® as Software-as-a-Service (SaaS) since 2013.

CHALLENGE & AIMS

In the next years over 500 Challenger 350 will be produced and due to its modular construction and to satisfy the customer demands, the Challenger 350 interior is highly customized.

More than 30 top assemblies in the interior together with its technical publications has to be created, managed and distributed to the customer. This is a challenge for the configuration and change management based on serial numbers for multiple fleets.

HICO and FACC are able to create, manage, distribute and control the technical publications from beginning 2014 up to now 300 aircraft sets (ShipSets) with each 30 top assemblies and its revisions due to the collaborative project management approach.

That means over 9.000 different Component Maintenance Manuals (CMM and IPL) according the ATA iSpec2200 for over 300 different aircraft configurations are created, managed and published in the HICO TechDoc-Suite™ with a small team of authors and illustrators.

This is only possible by using a fully structured Component Content Management System (CCMS) based approach and the latest innovations for reusing and automatically updating content objects and material data according ATA e-Business Standards.

Every 3rd day, a new aircraft configuration is created in this long-term project, which is planned to run at least until 2028.

CUSTOMER FACTS

Customer

FACC AG, Austria & Canada

End-Customer

BOMBARDIER Inc. (Canada)

Bombardier Business Aircraft (BBA)

Project Volume:

> 2. Mio EUR

IPS-Disciplines:

Technical Data/Technical Documentation (TEDD) according ATA e-Business Standards - ATA iSpec 2200 & Spec 2000

KEY FACTS

Management of:

over 9.000 publications

over 15.000 publications after 500 Aircraft configurations and all related Revisions and Changes

Tracing of:

over 500 configurations for the whole aircraft lifetime

Change and Revisioning Process

Controlled delivery of publications

BENEFITS

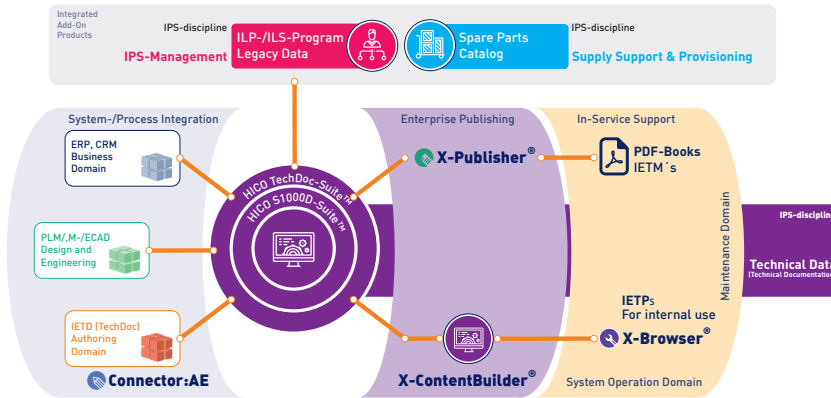
Fast creation and controlled delivery management of a high amount of aircraft specific publications due to massive multi-user-support for ATA iSpec2200 authoring.

Efficient aircraft specific configuration management maximizing the reuse capability of data and massive cost savings within the whole Service Lifecycle.

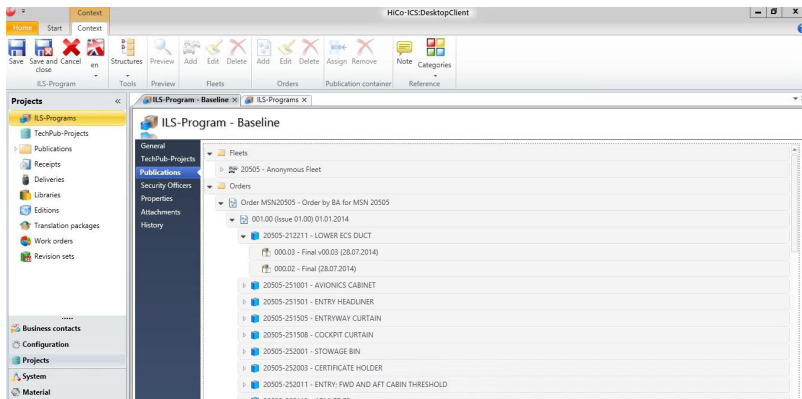
SOLUTION

The definition of the logistic and support concept showed that HICO has to implement a massive multi-user authoring approach and a reuse concept for the initial preparation of CMMs including the Illustrated Parts Lists (IPL) according ATA iSpec2200 and ATA Spec2000 as a foundation for the „Integrated Material and Spare Parts Management“ for the MSN 20425 Aircraft. Furthermore the creation and management of Illustrations via 3D to 2D conversions had to be optimized according ATA iSpec2200 graphic guides created by HICO in close collaboration with the members of the ITLS-Cooperation.

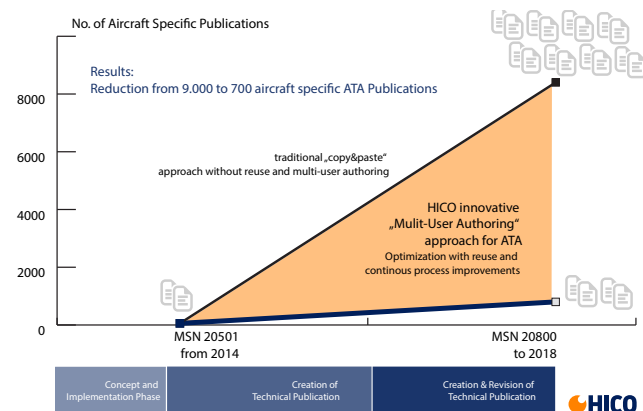
After the successful creation of the first CMM for the prototype HICO redefined the material and provisioning process for IPL creation for the MSN 20501 (certification aircraft) MSN 20502 (first customer).



The solution bundle HICO TechDoc-Suite™ as part of the HICO iPS.Suite® is able to seamlessly manage and control configuration of publications its revisions in IPS-Programs and deliver the publications to BOMBARDIER in a controlled way.



After creating the aircraft specific CMM according ATA iSpec 2200 for 300 aircrafts we were able to reduce the amount of publications from 9.000 to 700 CMMs by using innovative reuse and process improvement strategies.



INNOVATIONS

Bursting and Merging Concepts for SGML to XML conversion to allow multi-user authoring processes.

Adaption of Information Control Numbering concepts for Illustration from S1000D to ATA iSpec 2200

Multi-Channel Publishing Processes

Automatic IPL-Creation Process based on ATA Spec2000

Integrated configuration management and controlled delivery processes

SOLUTION OVERVIEW

HICO TechDoc-Suite™ as part of HICO iPS.Suite®



Since 1997, HICO is a provider for efficient & sustainable one-stop solutions for Integrated Product Support (IPS) or Integrated Life Cycle Support (ILS).

HICO offers a full spectrum of Software Solutions, Consulting & IPS-Engineering Services from a single source. This includes solutions for technical documentation, maintenance-support, engineering-support & engineering-integration in the IPS-/ILS-process.

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CUSTOMER TESTIMONIAL

WOLFGANG TÖTZL, DIRECTOR ILS & PRODUCT SUPPORT ENGINEERING, FACC:

“HICO developed highly efficient processes and working routines based on their product portfolio. The expectations from the customer regarding quality and tailoring have been more than fulfilled. The joint project approach of HICO and FACC enabled the planned cost savings while reaching all projects objectives.