



Working Together Success Story

**Rockwell
Collins**



The Business Need

An availability-based service supply chain planning tool that allows Rockwell Collins to optimize service levels and asset investment across a multi-tiered distribution network.

“Rockwell Collins and MCA Solutions are working together to advance supply chain innovation.”

Cynthia Parmer
*Director, Inventory Planning &
Forecasting Material Operations
Rockwell Collins Services*

About Rockwell Collins

Rockwell Collins is the recognized leader in the design, production and support of communication and aviation electronics for both commercial and government customers worldwide. Rockwell Collins products are installed in the cockpits of nearly every airline in the world, and its airborne and ground-based communication systems transmit nearly 70% of all U.S. and allied military airborne business communications.

Rockwell Collins has always provided world class service, maintenance and parts for its own products and systems. As economic pressures have driven the industry to increase outsourcing, Rockwell Collins has worked with customers to design new performance based service solutions that meet these changing needs. With a reputation for execution excellence, Rockwell Collins has given customers the confidence required to provide greater logistical support and total component solutions. This is clearly an example of where trust matters.

Making the Business Case and Choosing a Solution

To improve the performance of its service supply chain to support advanced service contracts, Rockwell Collins selected MCA Solutions' Service Planning & Optimization (SPO™) tool to manage service part consumables and rotatable (repairable) asset pools. The solution offered the ability to analyze advanced service contracts with features including:

- Strategic inventory planning across a multi-tiered distribution network allowing a service level that supports customers' global availability needs
- Composite forecasts using historical demand, installed base and causal data
- Dynamic asset management - proactive movement of assets to meet ever changing global customer demand
- Tactical planning prioritized by risk
- Automation that drives productivity
- Robust “what-if” scenario planning
- Strategic consulting assessments to ensure optimal system configuration and continuing enhancements



Implementing the MCA Solution

Implementation of the entire SPO suite took just four months and included full integration with SAP ERP. Rockwell Collins now uses SPO at more than 27 locations, including a global distribution center, US service centers and service base, international subsidiary maintenance sites and mobile calibration vans. With the help of SPO, Rockwell Collins is able to manage the supply chain for more than 100,000 consumable materials and more than 5,000 rotatable (repairable) assets. Rockwell Collins' implementation of SPO provides:

- Innovative service support, such as Dispatch 100SM and rental/exchange programs
- Optimized asset investment across distribution network, ensuring the right material is at the right place at the right time
- Improved ability to respond proactively to customer needs

SPO also allows Rockwell Collins to create additional value for customers by maximizing fleet flight hours, thereby allowing customers to capture and retain repeat business.

MCA's Ongoing Support

In addition to MCA's annual product support agreement, Rockwell Collins engaged MCA in a strategic system assessment initiative two years after the initial implementation. The event served as a configuration, performance and process status health check, ensuring that Rockwell Collins is achieving the maximum value from the SPO tool.

About MCA Solutions

MCA Solutions' Service Planning and Optimization (SPOTM) is an integrated, enterprise-wide software solution designed specifically to address the challenges and opportunities of service supply chains. MCA software enables organizations to increase equipment uptime availability, reduce inventory and supply chain costs and improve strategic and tactical decision making capabilities. It's the only service parts planning and optimization solution on the market that's recognized by SAP as an endorsed business solution. MCA's customers include leading aerospace organizations such as the US Navy, Boeing IDS and Lockheed Martin.

World Headquarters
Two Penn Center Plaza
1500 JFK Boulevard
Suite 700
Philadelphia, PA 19102
Tel: 215.717.2180
Fax: 215.717.2189

EMEA Headquarters
Mechelsesteenweg 277
B-1800 Vilvoorde
Belgium
Tel: +32.2.254.85.42

Aerospace & Defense Contact
Carolyn Gross
Tel: 970.669.1017
carolyn.gross@mcasolutions.com

www.mcasolutions.com



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