



## Strategy Management — Managing Customer Support and Sustainment in a Performance Based Environment

DCAPS.

The Deloitte Consulting Aerospace & Defense Preconfigured Solution



## Managing Customer Support in a Performance Based Environment

providing support services in a performance based environment. Critical information such as individual aircraft status, vendor performance, and overall supply chain performance must be integrated into a holistic view to enable fleet managers to optimally manage their fleet. Typically this information is distributed across various systems and rarely is performance linked to the organization's service execution strategy.

We have taken advantage of standard SAP Strategy Management (SSM) capability to address Performance Based Logistics (PBL) management issues. SSM aligns organizational strategy with measurable performance indicators in a single integrated view, a balanced scorecard. Furthermore, because it is integrated with SAP, the resulting balanced score card dramatically reduces the time and effort spent gathering and synthesizing information and enables PBL managers to focus on managing their fleet.

Deloitte Consulting has significant Aerospace & Defense (A&D) and assetintensive industry experiences that includes supporting over 25 A&D companies with their SAP implementations. Deloitte has piloted SSM as an integrated solution specifically focused on managing PBL in the A&D space.

### Why Deloitte Consulting for Customer Support, MRO, and Performance Based Logistics?

The A&D Customer Support & Sustainment (CS&S) market is turning a new corner. Aircraft fleet managers are increasingly focusing on cost reduction and compliance, while commercial OEMs are looking for more top-line and bottom-line growth from global customer support contracts. Military service providers face the added complexity of managing to PBL contracts. The opportunities and challenges are clear, but the responsibilities and related risks have grown, leaving most service providers struggling to develop the capabilities necessary to successfully win and execute new service contracts. With such a broad range of requirements in an environment where funds are scarce, where do service providers place their investment bets to derive maximum benefit?

Deloitte Consulting takes a value-based approach to maximize business benefit per invested dollar. We believe that SAP and complementary application offerings in Spares Inventory Forecasting and Planning, Performance Management, and Fleet Management offer significant business benefit to A&D customers. We continue to invest in building value-added solutions in our Deloitte Consulting Aerospace and Defense Preconfigured Solution (DCAPS) environment – allowing our clients to achieve benefits sooner.

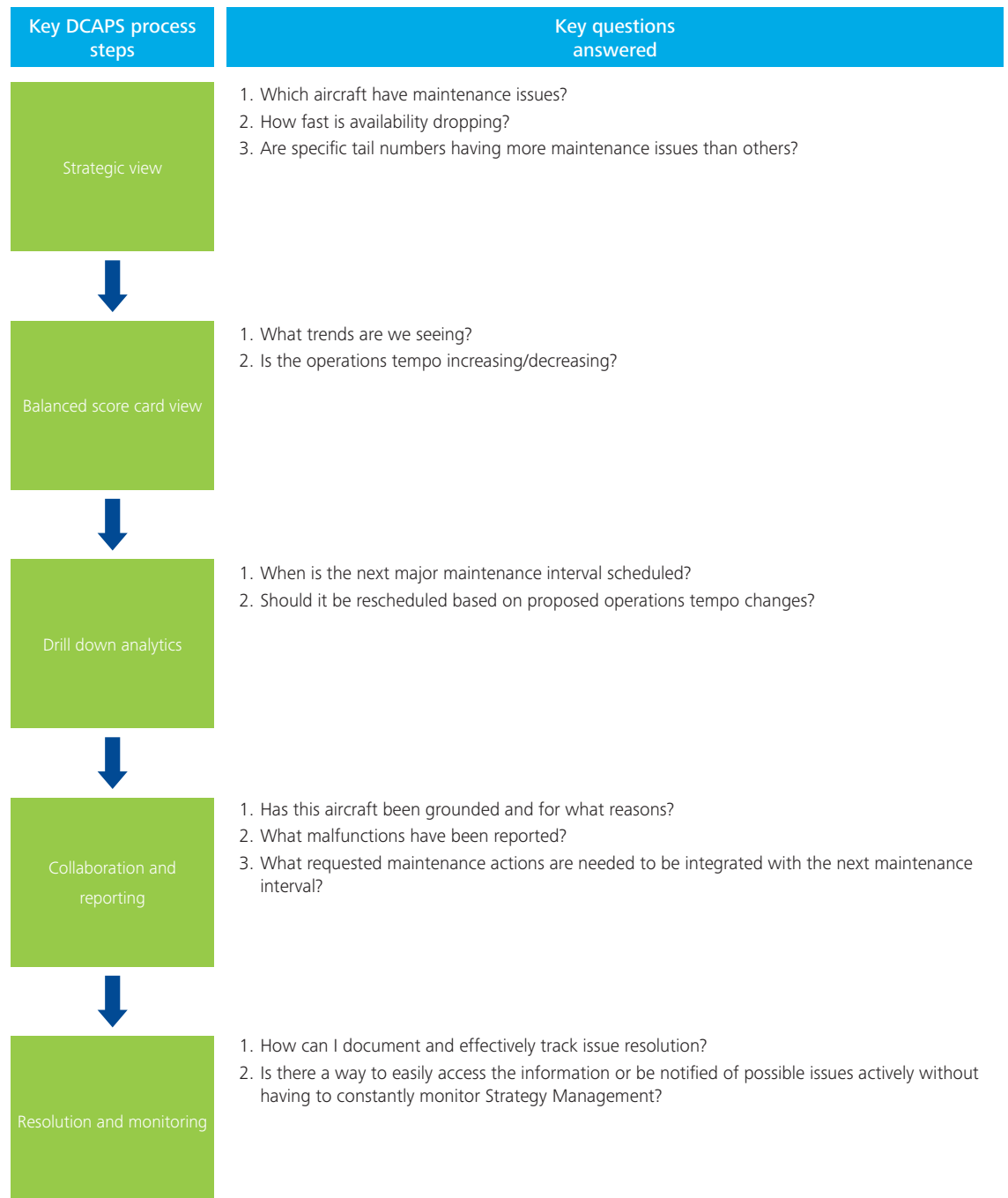
### Why Deloitte Consulting?

Designated by SAP as a Global SAP Services Partner, Deloitte Consulting has been on the forefront of helping clients implement SAP for A&D companies.

Our experience and capabilities include:

- Knowledge gained from serving 9 of the top 10 A&D companies
- A history that includes the first A&D implementation of SAP in North America
- More live full-scope SAP A&D implementations than any other consultancy
- Deep bench-strength with dedicated senior A&D practitioners
- Access to more than 5,600 dedicated SAP practitioners in more than 35 countries
- Multidisciplinary capabilities in regulatory compliance, audit, tax, human capital, M&A, strategy, operations improvement, supply chain, and enterprise systems consulting services

## DCAPS Fleet Management Solution



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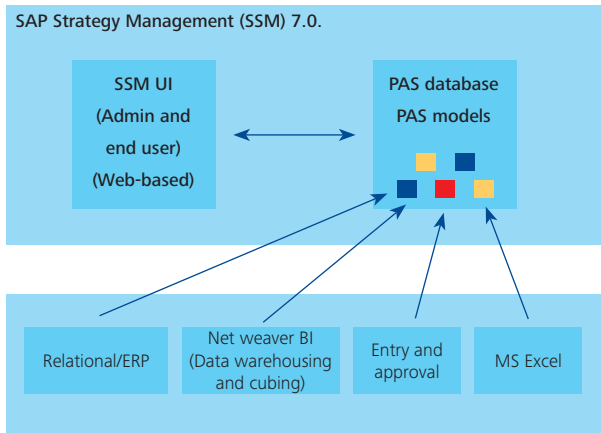
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### DCAPS Fleet Management Portal



Old process	
Non-value added time	<ul style="list-style-type: none"> <li>Run standard reports from multiple systems</li> <li>Validate data</li> <li>Integrate data into a single format for further analysis</li> <li>Request additional data to support root cause identification</li> </ul>
Value-added time	<ul style="list-style-type: none"> <li>Run analysis and compile reports</li> <li>Make recommendation based on results</li> <li>Work with stakeholders on course of action and</li> <li>issue resolution</li> </ul>
Old characteristics	
<ul style="list-style-type: none"> <li>Labor intensive — analysts spend more time mining and manipulating than analyzing</li> <li>Error prone — many data sources, incongruent timeframes</li> <li>Limited perspective — reactionary, "siloed" views</li> <li>Tactical — often lacks integration with other affected processes and often is not linked to overall business strategy</li> </ul>	

New process	
Value-added time	<ul style="list-style-type: none"> <li>Log into one system with a balanced scorecard for PBL Performance Management</li> <li>Quickly assess PBL performance based upon established KPIs</li> <li>Identify risk areas</li> <li>Drill down to determine root cause</li> <li>Evaluate available on-line comments</li> <li>Collaboratively develop and vet recommendations with stakeholders</li> <li>Take action</li> </ul>
New characteristics	
<ul style="list-style-type: none"> <li>Changed focus — issues turned into manageable risk</li> <li>Enterprise perspective — linking strategies, goals, initiatives, metrics, and tasks to drive execution at all levels</li> <li>Errors reduced — repeatable business rules automatically enforced</li> <li>Increases value-added time — analysis instead of data drudgery</li> </ul>	

## Contacts — Customer support and sustainment

**For more information about our MRO/PBL solution,  
please contact:**

**Tristan Whitehead**

Aerospace & Defense Industry  
Customer Support &  
Sustainment Leader  
Deloitte Consulting LLP  
Phone: +1 847 962 1066  
E-mail: [twhitehead@deloitte.com](mailto:twhitehead@deloitte.com)

**Bill Schregardus**

Aerospace & Defense Industry  
Integrated Fleet Planning  
Management  
Deloitte Consulting LLP  
Phone: +1 757 810 9196  
E-mail: [wschregardus@deloitte.com](mailto:wschregardus@deloitte.com)

**Shaun Snapp**

Aerospace & Defense Industry  
Service Parts Forecasting and  
Optimization  
Deloitte Consulting LLP  
Phone: +1 650 440 2252  
E-mail: [ssnapp@deloitte.com](mailto:ssnapp@deloitte.com)

## Contacts

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please contact:**

**Brian Kanter**

U.S. Aerospace & Defense  
Consulting Leader  
Deloitte Consulting LLP  
Phone: +1 617 437 3080  
E-mail: [bkanter@deloitte.com](mailto:bkanter@deloitte.com)

**Jerry Hoberman**

DCAPS Solution Lead  
Deloitte Consulting LLP  
Phone: +1 617 437 3745  
E-mail: [jhoberman@deloitte.com](mailto:jhoberman@deloitte.com)

**Kenneth Stasiak**

DCAPS Solution Architect  
Deloitte Consulting LLP  
Phone: +1 216 496 3675  
E-mail: [kstasiak@deloitte.com](mailto:kstasiak@deloitte.com)

**Rod Mateer**

Government Contracting Services  
Deloitte & Touche LLP  
Phone: +1 703 251 1260  
E-mail: [rmateer@deloitte.com](mailto:rmateer@deloitte.com)

**Frank Colantuono**

Aerospace & Defense Industry  
Principal  
SAP America  
Phone: +1 215 327 4130  
E-mail: [frank.colantuono@sap.com](mailto:frank.colantuono@sap.com)

**Greg Huntington**

Aerospace & Defense Industry  
Principal  
SAP America  
Phone: +1 703 225 9207  
E-mail: [gregory.huntington@sap.com](mailto:gregory.huntington@sap.com)

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