



Customer Success

Tenix: Scores a hit with InSync®

Leading the Way in Configuration Management Implementation



Tenix Defence Pty Limited in Sydney, Australia, is one of the world's premier defense contractors with their Aerospace Division headquartered in Melbourne, Australia. With the Australian Government as their primary customer, Tenix Aerospace Division had some very significant requirements to meet when they first considered updating their configuration management (CM) system. In addition to the need for managing basic documents, drawings, specifications and Configuration Items (CIs) for multiple programs over long periods, Tenix is moving rapidly into electronic documentation management and change management.

In order to define the requirements for a CM system that would manage their engineering documentation and Configuration Items and meet the requirements of the technology advancements, Tenix formed a project team of functional users that was headed by Brian Barty, Configuration Systems Manager, Aerospace Division. The team's initial goals included the implementation of a solution that was MIL-STD-973 compliant in an electronic manner. Even though MIL-STD-973 had been canceled, defense projects continue to contractually specify its use and compliance thereto. The team also felt that close compliance to this standard would provide the best transition from the current manual process to an automated software tool solution.

The team's objective was to implement a software tool solution that provided complete CM control over the processes of contract, document, drawing, part and software change control and a facility to provide electronic product structure. The tool needed to be able to support the processing of engineering change requests, proposals,

and orders. It must also be able to handle the government's contractual requirements in the form of CDRLs, SDRLs, and all document and data deliverables for multiple Tenix programs and bids. The system had to be capable of managing the full gamut of CM functionality associated with Functional, Allocated, and Product Configuration Data.

Minimizing the costs while maximizing results

Not only did the Tenix team want to find software that met their CM requirements, but they also desired to minimize the costs and time associated with the implementation and execution of a new CM system. Their desire was to do little or no customization of the software but to use and implement the software as an "out-of-the-box" package. Avoiding the cost and effort associated with a customizable "toolbox" solution was a must – meaning that commercial-off-the-shelf (COTS) software was ideal. InSync appeared to be the perfect fit for these stringent requirements, but the proof for Tenix would be in the testing of InSync and its subsequent performance.



The implementation: It was textbook

Tenix's implementation was a textbook case study in responsible system procurement and implementation. The CM system team – consisting of very knowledgeable functional users – was well-prepared, well-schooled, and well-supported. They had documented and agreed upon requirements and had

completed a thorough investigation of the technology available.

The team headed by Brian Barty, did not rely on vendors to demonstrate software tools, but insisted on trial implementations where Tenix users could perform self-evaluation of tools, using their processes, procedures, and personnel. During this initial period, the team was able to demonstrate the automation value that was instrumental in gaining the valued commitment from upper management and major middle management support.





By providing significant amounts of core team training to well-educated and experienced functional users, and presenting realistic objectives and goals in a credible manner, the implementation was well prepared and highly motivated. This approach provided for a very positive reception of the project and created an extremely cooperative environment – removing any perceptions of mandated or forced compliance.

In addition, the Tenix team was effectively supported by Scientific Management Associates (SMA), the in-country representatives of Integrated Support Systems, Inc., the makers of InSync. The team made extensive use of SMA and ISS throughout the initial evaluation and implementation period to facilitate the training, testing, and legacy data importing.

Tenix achieved maximum benefits in their implementation by judicious use of a pilot program. The team used an actual Tenix project, consisting of real program data, on a small scale, to evaluate the requirements and objectives and to test the software tool's compliance. The use of a successful program, with a good data source and

cooperative users provided an excellent test and evaluation of the software – without introduction of uncontrollable factors. This evaluation methodology demonstrated to what extent the software would require customization to satisfy the true working environment, or if InSync was capable of functioning completely as an “out-of-the-box” product.

Measuring Success

One of Tenix's primary objectives was to use the InSync software “out-of-the-box” with no customization or tailoring. Although the team was initially concerned that this objective may have been unrealistic, the InSync software was fully instituted without any tailoring whatsoever.

The Tenix CM and InSync implementation has produced major benefits in other areas, specifically ISO certifications and government audits. Mr. Barty has informed ISS that, during the last year, the Tenix CM processes, using InSync software, have passed five major audits, including Lloyd's Register Quality Assurance (LRQA) third-party certification. Additionally, four “Authorised Engineering Organisation” (AEO) audits by the Australian Department of Defence were conducted for each of four new projects. Mr. Barty states, “No corrective actions or observations were raised on the CM processes or CM system. Everyone who sees the system is impressed by it.”

Progressive growth of the CM system at Tenix for full production was scheduled, measured, and evaluated. Extensive training was offered when new users were introduced. Three divisions of Tenix Defence in seven separate locations, from the east coast to the west coast of Australia, now use InSync from a central server located in Melbourne.

The Tenix Aerospace Division now uses InSync software to control the configuration of parts, software, and documentation for all existing and new contracts and bids.



About ISS

Integrated Support Systems, Inc. is committed to providing the most effective software, training, and services solutions for product supportability, product lifecycle management (PLM), configuration management (CM), and product collaboration – with particular focus on the aerospace and defense industries.

ISS and our strategic partners provide solutions to over 700 customers in 15 countries around the world. We are headquartered in South Carolina with European offices located near Paris, France.