



Customer Success

V-22 Osprey lifts supportability to new heights with SLICwave

The V-22 Osprey is a joint-service, multi-mission, tilt-rotor aircraft contracted by the U.S. Department of Defense (DoD) and developed by Bell Helicopter TEXTRON and the Boeing Company. The consolidated efforts between these two aerospace and defense leaders results in an aircraft that takes off and lands like a helicopter, and has the speed and mission versatility of an airplane.

By combining elements of traditional aircraft with those of a helicopter, the Osprey is able to meet the collective requirements of all four branches of the United States Armed Services. These customers demand an aircraft that possesses not only a tremendous flight performance, but also delivers extremely low operational and maintenance costs throughout its long service life.

Meeting these requirements is indeed a daunting challenge and requires tremendous team effort, effectively combining the talents of these two preeminent aircraft manufacturers. As part of the team, the Boeing company provides the fuselage, landing gear, avionics, electrical systems, and hydraulic systems. Bell Helicopter TEXTRON supplies the wing, transmissions, empennage, rotor systems, and engine installation. The result is a truly remarkable aircraft.

Synergistic Communication

Effective synergy between two disparate corporate and government cultures is not always easy to achieve. Taking an innovative design from concept to reality is dependent upon hard work, dedication, and constant attention to all areas, and everything stems on the requirement for constant and positive communication between partners and the government customer.

Communication of information throughout the various life cycle stages of the V-22 Osprey is critical. Information must be relayed from the design phase, throughout manufacturing efforts and ultimately into the product support phase. Information systems have to enable effective and cohesive communication across these critical phases and transverse all participating organizations – corporate and government.



Effective communication requires teamwork... and the right tools

With effective across the board communication efforts comes the team initiative. Valuable cooperation has been required from everyone involved in the V-22 program to include: active duty personnel, government civilians, and contractor representatives. The high level of communication and teamwork is evident between those accountable for V-22 supportability data and analysis.

The V-22 team is using SLIC™ from ISS to generate supportability information, receive data from subcontractors, and communication information to their immediate government customer, the Naval Aviation Depot (NADEP) in Cherry Point, North Carolina. These disparate corporate and government cultures are now all working from a single picture of the aircraft's supportability needs. Having the complete supportability pictures at their fingertips has enabled the group to make the information as accurate and as valuable as possible, pushing the envelope and devising a unique support system that meets the requirements of the team as a whole.



SLIC and the importance of supportability to the V-22 Osprey team

As the V-22 Osprey project has evolved, the V-22 Osprey project team, along with ISS, has developed a solution that will provide assessment and improvement in the supportability characteristics of the V-22 Osprey, as well as, a refined support system to ensure operation requirements are satisfied at an equitable cost. SLIC provides the V-22 program with the opportunity for proactive sustainability of the aircraft with consistent reliability and maintainability assessment and improvement through the recording and evaluation of ILS elements and adjustments through manufacture and monitoring of all LSA data cost-effectively and efficiently.

Acting under the guidance of the customer at Cherry Point, North Carolina, the V-22 Osprey team came to ISS with a plan for extending software to further meet their needs. The V-22 program needed a way to identify parts by a Unified Numbering System (UNS) attribute and by a serial number effectivity so that an accurate breakdown of everything on an individual aircraft could be performed. This included running standard logistics

support analysis record (LSAR) reports for an individual aircraft configuration.



Over the past year, ISS has taken the vision of the V-22 logistics team and developed it, accompanied by the new capabilities and modifications to the existing SLICwave™ and VISTA™ software. Training for the first modifications is underway, and the V-22 will begin using the newly modified system to make their job more efficient and effective.

A successfully combined effort

Teamwork. Corporations, military, and software vendors working together to provide the best and most cost-effective solution for the

V-22 Osprey. With the Osprey in high demand by the U.S. Marine Corps, USAF Special Operations Command (US SOCOM), and the U.S. Navy, the aircraft is seen as mission critical in the present and the future of the United States defense strategy. ISS is proud to be a part of this impressive and vitally important team.



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.