Mobile Informer Puts Safety First
Case Study: ATK Aerospace

ATK Aerospace (ATK) is the world's top producer of solid rocket propulsion systems, and is a leading supplier of military and commercial aircraft structures. They have over 60 facilities in 21 states, Puerto Rico, and internationally, and are constantly working to meet and exceed the requirements of governmental, environmental, and safety regulations at each of their work sites.

In making the decision to mobilize their Maximo efforts, ATK knew they needed a mobile solution that could be rapidly configured to efficiently and effectively support their established work processes in the field.

ATK selected the Interloc Mobile Informer mobility platform for Maximo Asset Management Software because it provides the flexibility to rapidly mobilize workforces while accounting for an endless number of organization-specific requirements. It can mobilize any area of Maximo in a way that supports and enhances work processes, defines location-specific and laborer-specific certifications, safety criteria, and procedures, it ensures workers have the information they need before they perform work, and it operates on relevant technology in a connected or disconnected state.

The Challenge
A mobile solution for Maximo that provided all ATK mandated safety information so ATK's technicians could go out and do a days work without returning to the office.

The Solution
ATK's Mobile Work Management application built on Interloc's Mobile Informer Platform using next generation technology to effectively mobilize ATK's organization-specific requirements.

Why Interloc Mobile Informer
Interloc Mobile Informer is a native application within Maximo, with the ability to mobilize any area of Maximo supporting and enhancing work processes. Mobile Informer runs on cutting-edge technology, in connected and disconnected states, allowing for an endless number of ATK organization specific requirements.

Key Business Benefits
- Easy to use, legacy-workforce accepted mobile application
- Productivity gains by up to 20%
- Greater safety awareness for technicians

interloc ®
100% Maximo

ATK's extensive safety mandates drive mobility

ATK Aerospace evaluated mobile solutions to support their Maximo-driven work efforts at two of their sites in the United States. Between these two sites, there are over 30,000 acres, 1,000 active buildings, a number of hazardous work locations, and only partial Wi-Fi coverage.

ATK adheres to extensive governmental, environmental, and safety regulations, and the process of preparing to perform work at any given work site can be quite lengthy. Each person must have appropriate security clearance and access to enter a selected facility, they must be appropriately skilled and certified to perform the identified work, they must be aware of applicable safety regulations which must be adhered to, and they must have all required sign offs and approvals in place ahead of performing the work.

They must also have available to them all applicable, relevant, and necessary documentation while they perform the work. Work cannot start until all detailed procedures have been followed, a checklist has been completed, and all approvals are in place. A similar process is involved to complete a checklist and obtain signoffs once work is complete.

ATK workers would often drive out to a facility only to discover they had forgotten a document or did not have all approvals in place to perform their work. Because of the considerable size of the worksites, a great deal of time was lost in workers traveling back and forth between different facilities to complete all preparations prior to starting their work. In addition, paperwork was often lost.

This process also reduced the flexibility of workers to address nearby work that existed in the backlog, as they either weren't aware the work was nearby, or lacked the appropriate documentation.

ATK determined that they needed a mobile application that would support their existing work processes, and that would allow for control over work assignments, safety reviews, and the completion of documentation onsite. The system had to allow for seamless updates to records, and it had to be easy to maintain.

Mobile Informer solution meets all of ATK's objectives

ATK's objectives for mobilizing Work Management efforts were as follows:

- **Device Needs**
  Large display
  Easy touch buttons
  Wi-Fi enabled

- **Software Needs**
  Tight integration to Maximo
  Off-line capability
  Rapid deployment to the field

- **Key Challenges**
  Two Sites 92 miles apart
  Each site over 15,000 acres
  1,000 active buildings
  Hazardous processes
  Partial Wi-Fi coverage

"Interloc provided ATK's Work Management solution on the iPad that our maintenance workers were using within minutes."

Ed Larson, Facilities/Maintenance Specialist,
ATK Aerospace

- **Required Functionality**

  Provide a centralized checklist of all preparatory steps, certifications, and requirements related to a Work Order before sending a worker out to a site

  Provide access to all related Work Order information, including attached documents, directly on the mobile device

  Ability to provide full functionality in either connected or disconnected states

  Complete the recording of data on site to greatly reduce transcription error, administrative effort, and loss of data through loss of paper

  Seamless updates between Maximo and devices

  Low maintenance system

Mobile Informer operates on accessible devices

ATK selected the iPad as their mobile device of choice. The iPad provides a large touch screen display and a familiar easy to use user interface. Workers were able to quickly adapt to using the devices, and the applications were able to leverage device capabilities to offer additional functionality.

Mobile Informer is a Maximo application

ATK selected the Interloc Mobile Informer because of its ability to meet their software needs, and its complete integration with Maximo. Mobile Informer is a native application within Maximo, is deployed as part of Maximo on existing Maximo infrastructure, and is administered from within Maximo using screens familiar to Maximo users.

As it is a native Maximo application, Mobile Informer can mobilize any data or function in a Maximo implementation, and can combine the information presented in numerous Maximo applications into one application on a mobile device.

Mobile Informer helps ATK overcome challenges and streamlines operations

To design the application user interface, Interloc worked with ATK's selected team to review the processes to be implemented and related policies and regulations. Interloc's standard approach for requirements gathering is to directly shadow workers in their completion of tasks. This ensures the best understanding of the specific work processes and conditions. In ATK's case however, security requirements dictated that we work differently. ATK was able to bring some of their workers in from the field to speak with our designers directly about their work processes.

Through the course of requirements gathering, a user interface prototype was developed for the application. This allowed ATK workers to view, touch and navigate the mobile application user interface directly on the iPad, ensure it provided complete access to required information, and provide feedback before development commenced. This approach allowed Interloc to develop a solution that worked from the outset, as opposed to revising one that didn't.

Interloc's perspective on Maximo mobility is that the most successful mobile applications are the ones your users actually use. To achieve this, our approach is to understand the mobile users' work processes and deliver mobile applications that directly support and enhance these processes.

"This is how it should be!"

Technician
ATK Aerospace

Once the application was developed and tested the application was deployed to a set of pilot users. Initial feedback indicated the Mobile Informer application is "very easy to run," "user friendly," and one user even stated, "This is how it should be."

In order to reduce the amount of time spent driving between facilities for required documents, forgotten approvals, verification of credentials, etc. Interloc incorporated a system of attached documents, certifications, pre-work checklists, location safety requirements, and approvals workflow into the application design:

- By making documents available on mobile devices via the attached documents functionality, ATK schedulers could ensure that Work Order records were clear and concise with sufficient instructions before assigning Work Orders to appropriate workers.

- Displaying Work-Order-Specific checklists directly on the mobile device, and prompting an ATK worker to complete the checklist before commencing work, helps to ensure that all appropriate precautions are being followed, and documented.

- Enabling the mobile device to participate in the ATK approvals process ensures that appropriate workflow is being followed and approvals are recorded in Maximo.

- Allowing the completion of records on the mobile device in a connected or disconnected state ensures that ATK workers are supported in their efforts throughout the day, reducing wait times and increasing efficiency.

".. pick up a device in the morning and go out and perform a day's work before returning to the office."

The ATK Mobile Informer Work Management application provided workers with a central repository of information related to current Work Orders. This includes Work Orders allocated for the current day's work as well as Work Orders currently in the backlog. It allowed users to see – before leaving the office – all site-related safety requirements, applicable precautions, necessary certifications, approvals and checks, which allowed them to better prepare for their work day before setting out.

While on site, the workers were able to access all Work Order information whether the device was connected or not. The application allows workers to record information regarding the work they had performed, including meter readings, task completion and comments.

By recording all relevant details at the site, workers were able to record all information in as great or as little detail as warranted, with the assurance that no additional transcription would be required.

Mobile Informer was the right choice for ATK

Per ATK, the level of work effort required to design, develop, and deploy the Mobile Informer Work Management solution was 53 days. Since implementation, ATK has noted that work is being completed faster, by as much as 20%. And they have seen a marked improvement in safety awareness – having safety related information presented directly on the mobile device while the technician views the work order is keeping safety in focus, and ATK has noticed a significant improvement in the overall safety of technicians and their work sites.

ATK is planning for expanded use of the Mobile Informer solution in the following areas:

• ATK will roll out the Mobile Informer Work Management solution to 100+ users in the coming months

• Plans are to leverage Informer capabilities to cut the daily backlog by 33% in the next few months

• They are currently in talks to expand Informer usage from two sites to five, and talking about rolling out Informer on Android tablets as well as on iPads

• Planning to provide full time connected iPads to Supervisors so they are notified in near-real-time when emergencies occur and can assign technicians without having to return to the office first

• ATK is also considering implementing another Interloc product, the Interloc Mailer, based on their confidence in Interloc and Interloc products

ATK's requirements for a mobile solution to support Maximo demanded a platform with the flexibility to support their well-established business processes, device support that ensured field workers could manage and use devices easily, and the ability to work seamlessly in a connected or disconnected state. Interloc's approach to application design ensured that accurate work processes were reflected in ATK's Mobile Work Management application, and the overall design of the Interloc Mobile Informer platform ensured that ATK's mobile application presented all required information in an easy-to use interface. The Interloc Mobile Informer application provided to ATK have achieved a high degree of user acceptance, and allow users to pick up a device in the morning and go out and perform a day's work before returning to the office.

".. considering implementing another Interloc product... based on their confidence in Interloc and Interloc products."

About Interloc Solutions

Interloc Solutions is a recognized leader in providing innovative Maximo consulting services and industry and product solutions. With years of proven consulting services experience in key industries, we will work to provide fast and continual ROI from your Maximo software investment.

Interloc is 100% dedicated to providing innovative Maximo consulting services, industry and product solutions to help you obtain fast and continual ROI from your Maximo software investment. Our highly experienced technology and business professionals excel at providing comprehensive, reliable solutions to address enterprise asset and service management needs.

Interloc holds IBM AAA accreditation; has Ready for Tivoli products; and is recognized by IBM through awards, winning the IBM Tivoli Awards for ISM Solutions Excellence (2013), Best of Show for Mobile Informer (2012), and Smarter Planet for consulting expertise (2012), as well as being a finalist for three additional 2013 awards. Learn more about Interloc at:

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