



Proactive Problem Solving at Warner Robins ALC

RG's PMCCAT sustainment activities provided the C-130 Tactical Aircraft Division with innovative reporting, business analysis, and expert technical service with proactive problem-solving, mitigating risk and reducing costs.

C-130 Support at Air Logistics Centers

Between 1995 and 2011, Robbins-Gioia, LLC (RG) was awarded consecutive contracts to provide direct technical sustainment support to the Program Management Configuration Control and Tracking System (PMCCAT) for the C-130 System Program Office and Tactical Aircraft Division (TAD) at Warner Robins Air Logistics Center (WR-ALC). Starting in 1995, RG developed PMCCAT in its proprietary software, CAT®, on a UNIX operating system.

In 2000, PMCCAT was configured to become a web-based application with an Oracle backend using Microsoft .NET language and incorporating our proprietary JFAST™ toolset. Converting PMCCAT to a web-based system was an initiative to modernize the application, expand on functionality, and increase usability to help track maintenance performance of the C-130 and inform decision makers in the United States Air Force (USAF).

Using PMCCAT, RG personnel aided in maintaining and analyzing inventory changes and updated scheduled and unscheduled Program Depot Maintenance (PDM) data.

Throughout 16 years of support, PMCCAT was continuously modernized by adding new functionalities and modules to enable efficient inventory, data management, tracking, scheduling, and reporting. The PMCCAT project incurred minimum risk during the period of contract support in terms of schedule, cost, and other contractor competition.

Numbers to Highlight:

- Aided the USAF in managing over **550** active C-130 aircraft platforms, systems, and subsystems.
- Skillfully translated **hundreds** of taskings for data into highly accurate, user-friendly report and briefings.
- Inducted and updated the Aircraft Maintenance data for up to **84** C-130s into depot status in a single year.
- Produced over **20** performance charts in addition to weekly and monthly reports.
- Saved the USAF over **\$20k** in hardware and support service costs.

Continued Work with C-130 TAD

From 2008-2011, RG identified and proactively resolved issues and obstacles by combining experience with advanced information technology, tools, techniques, and methods. A wide range of modification and sustainment activities of PMCCAT were performed through program and logistics management, technical services, financial analysis, and business analysis of depot maintenance activities to support the war fighter as well as internal and external C-130 customers.

These services supported tasks to help government managers achieve maximum effectiveness in operations required to manage numerous aircraft platforms, systems, and subsystems, with diverse requirements under the single manager concept. Through PMCCAT government managers were able to develop and utilize management plans, reports, databases, analyses, cost estimates, programming and budgeting documents, and configuration management tools that helped track PDM data, performance, and streamline work.



RG's Proactive Initiative and Problem-Solving Aided Decision Making and Mitigated Risk

RG personnel aided the USAF in managing over 550 active C-130 aircraft platforms, systems, and subsystems through technological expertise in sustainment and maintenance of PMCCAT while providing Program Logistic and Management Support, business analysis, financial analysis, and modern reporting methods.

Program Logistic and Management Support: Business Analysis, Financial Analysis, and Reporting

RG used business analysis to skillfully translate hundreds of taskings for data into accurate, user-friendly, easy to read reports and briefings to enable communication throughout command and aid in future sustainment of PMCCAT. RG introduced and updated data from the Aircraft Maintenance Production/Compression system for up to 84 C-130s into depot status per year).

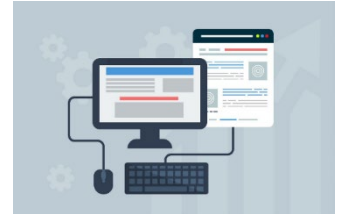
In addition to weekly and monthly standard reports produced, RG personnel proactively created over 20 monthly Programmed Depot Maintenance (PDM) performance charts to track planned versus actual PDM flow days, calculate due date performance and work in progress charts to inform Maintenance Wing Commander and Major Command (MAJCOM) customers at WR-ALC.

RG supported C-130 TAD internal customers like engineers, managers, PDM planners, and equipment specialists by analyzing and collecting accurate C-130 inventory data as well as past and next PDM due dates to facilitate the development of critical management plans that aligned with schedule and resource availability. Inventory and schedule analysis led to the creation of a comprehensive integrated master schedule that provided vital information to government decision makers.

Technological Services: PMCCAT Maintenance, Sustainment, and Modernization

RG went above and beyond by proactively conducting after-hours maintenance to restore functionality when an external agency server was unexpectedly reconfigured. The RG team quickly crafted workarounds allowing key workflows to continue. Then, all PMCCAT software certifications and security protocol actions were completed before the due date to avoid risks, delays, and unnecessary costs allowing for the seamless continuation of maintenance work.

Throughout the contract, RG personnel showed sensitivity to the changing requirements and initiatives at Warner Robins by quickly problem solving and anticipating the needs of the TAD. When an unexpected power check of the server room and disabled a small computer system interface drive located on the PMCCAT server resulting in the server going down, RG personnel had already identified and prepared for the risk the 10-year-old server posed by proactively researching, discovering, and partially configuring a replacement while still maintaining the original server.



To fully remediate the problem, RG worked through IT processes and initiated actions to safely reconnect the server to the Warner Robins network bringing the new server online by installing software (Java, Oracle, .NET etc.), validating configuration, and re-establishing vital inbound data feeds from supporting systems. RG personnel continued to remedy the issue by testing compatibility and validation then installing and configuring the Server Certificate to allow for report export functionality, increasing usability, minimizing server downtime, mitigating the risk of data loss and disruption to the C-130 fleet master schedule so work could continue on time.

In collaboration with government staff, RG created a cost model to purchase a new server that would fit USAF requirements and support the modernized operating system. In addition to submitting the cost model, they also searched through base resources and located existing hardware that met necessary speculations. This initiative saved the USAF up to \$20k in hardware and support services.

In Conclusion

RG's highly skilled, knowledgeable, and proactive personnel combined a comprehensive knowledge of business processes with the practical application of advanced information technology, tools, techniques, and methods to create value-added solutions that aided in decision making, increased efficiency, and mitigated risk during the sustainment and modernization of PMCCAT for the C-130 TAD and its customers.



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About RG

RG partners with clients to test and refine every solution to meet their exact needs. We take pride in tackling complex management challenges with fresh and innovative insights and in transforming our clients' vision into reality.