CASE STUDY

Blue Dot Solutions
Intuitive Mobile Computing

SOLUTION HIGHLIGHTS:

- Field personnel can now enter meter readings and inspection results directly into a Symbol 2800 handheld device rather than making written notations for eventual system entry.
- Inventory personnel can now count and track items moving in and out of inventory using the Symbol 2800's bar code scanning feature instead of paper and pencils.
- Machine mechanics can now execute work and capture maintenance-related data without relying on paper work orders.
- Field technicians can now enter new service requests while in the field without having to call in the information to a service order clerk.
- Tenant housing managers can now conduct facility inspections and create new work orders while in the field.

symbol SOLUTION PARTNER

Mobility Streamlines Work Processes at McAlester Army Ammunition Plant

"By removing paper from our work processes, we expect to realize significant improvements in productivity and reductions in errors. Our investment in Blue Dot's intuitive mNOW! Mobile Framework will help us to quickly achieve these business objectives and positively impact our bottom line."

– Michael Dannelley, General Engineer, Engineer Resource Management Division

McAlester Army Ammunition Plant (MCAAP) is one of four Tier I ammunition storage facilities in the Department of Defense and its largest in terms of storage capability. The 42,000-acre site in McAlester, Oklahoma serves as a munitions storage and maintenance depot as well as a munitions production facility. It is also home to 32 military housing units with 120 active duty tenants and their dependants.

CHALLENGE:

The Army requires its Tier I facilities to ship ammunition quickly during the first 30 days of a military conflict. Additionally, MCAAP issues and receives training stock on a daily basis and manages vast amounts of required and non-required war reserve stocks. Over 10,000 stores items must be accurately tracked. Hundreds of miles of railroad, over 2,400 storage units where explosives are stored, over 3,000 pieces of equipment, and the tenant housing facilities need to be actively inspected and maintained to ensure maximum availability and customer satisfaction.

OPPORTUNITY:

MCAAP has historically relied on paper-based processes to generate service orders, execute preventive and predictive maintenance, and manage their inventory. Hundreds of service orders are called in per week, and thousands of work orders are completed every month. Each work order is printed, sorted by shop, and hand delivered to supervisors who in turn issue them to technicians. Parts are pulled from inventory using paper instructions. When the work is completed, the work order is returned to the supervisor and the technician's notations are entered into an asset management system.

In order to streamline their inventory and maintenance processes and improve the mean time between failure (MTBF) of their assets, MCAAP resolved to move to a paperless system and a lean manufacturing model.

SOLUTION:

MCAAP selected Blue Dot's intuitive mNOW! Mobile Framework that would integrate with their new asset management system. Blue Dot's Work Order Management module supports synchronizing work orders by user, creating new work orders on the fly, viewing and editing existing work orders, booking labor to work orders, assigning and editing equipment to a work order, capturing meter readings, and much more. The Inventory Management Module expedites physical inventory counts and the scanning of parts in and out of the storeroom. Synchronization of data between the handheld device and MCAAP's backend asset management system can occur in batch mode from a docking cradle or dial-up connection, or real-time with wireless communication.

Blue Dot's handheld user interface is optimized for ¼ VGA Pocket PC devices. Blue Dot provided Symbol Technologies' 2800 Series ruggedized mobile devices for MCAAP field technicians who require a durable unit and are exposed to dust and severe weather, and non-ruggedized devices for management and other users who do not face such harsh conditions.

BENEFITS:

- Widespread productivity improvements are anticipated with the adoption of Blue Dot's mNOW! Mobile Framework. MCAAP projects 10-20% labor savings from automating their service order process, and 40-50% labor savings from moving to paperless work orders for preventive and predictive maintenance.

- With improved response times and unnecessary travel averted, downtime will be shortened and related costs will be reduced.

- By allowing end users to impart their knowledge directly into the system, MCAAP will see improved accuracy and more thorough record keeping, resulting in a richer, more valuable database.

- Blue Dot's mNOW! Mobile Framework which is designed for growth and compatibility with future mobile application and systems, resulting in long-term value for MCAAP.

- Independent of any specific application on the handheld, the mNOW! Middleware gives MCAAP the ability to have multiple mobile applications connecting simultaneously, minimizing the overhead of extra software and hardware.

- The intuitive, easy-to-use handheld devices are also easy to learn and deploy. With MCAAP personnel trained as trainers, "pen and paper" users will feel more comfortable with the transition to mobile devices.

Blue Dot SOLUTIONS
Intuitive Mobile Computing

Blue Dot Solutions, Inc., located in Golden, CO, is a leading provider of intuitive mobile and wireless computing solutions that extend enterprise systems data to a wide range of mobile devices available today. To learn more about Blue Dot Solutions, visit www.bluedotsolutions.com, email info@bluedotsolutions.com or call 303-674-3500 x27