



"Our value proposition for the C-130J work is twofold. First, we are a respected and trusted contractor. Second, we consistently deliver quality in every aspect of our performance related to this aircraft."

Stan Walz
Director of Maritime Aviation
Perot Systems Government Services, Inc.

Customer Success Story as Featured in the 2003 Perot Systems Annual Report



FROM LEFT: John Clay, Director of Maritime Programs; Stan Walz, Director of Maritime Aviation; Jeanne Le Fevre, Senior Vice President, Civilian Federal Services Division; Perot Systems Government Services, Inc.

United States Coast Guard www.uscg.mil

Challenge

The United States Coast Guard, an integral part of the Department of Homeland Security, performs mission-critical work that demands 24x7x365 vigilance. When the Coast Guard purchased a new fleet of C-130J aircraft, it asked Soza & Company, now part of Perot Systems Government Services, Inc., to manage several key support functions.

Solution

For many years, our company has provided the United States Coast Guard with command-level IT systems for data storage, information exchange, and communication. Our additional C-130J functions include supply chain management, crew training, maintenance management, and repair technology training. Highlights include automated analysis to control parts inventory levels, customized training programs, and step-by-step maintenance guides. Next-phase plans call for repair technology audio-visual cards for the aircraft's tablet PCs and PDAs.

Results

- Enabled the Coast Guard to save money on C-130J parts orders while cutting storage and minimizing obsolescence
- Prepared and presented a C-130J Homeland Defense Strategy briefing
- Evaluated best practices at other service branches and used that information to implement C-130J training programs at the Coast Guard
- Integrated Human Performance Technology (HPT) to develop effective procedural training tools
- Developed logistics conference agenda and management plan for the aircraft maintenance system