

IT solution enables  
better business  
decisions for MRO  
aftermarket services



## Rolls-Royce

Success story

To keep up with a rapidly growing aftermarket services business, Rolls-Royce needed a robust information technology (IT) solution that would support their business and operational management process and enable improved decision-making. With the solution implemented by Optimized Systems and Solutions (OSyS), Rolls-Royce realized significant time savings in preparing business forecasts. As a result, personnel have more time to focus on making informed business decisions that will ultimately produce even greater cost savings.

*“The data-management capabilities enabled by the OSyS business management solution have streamlined the manually-intensive task of gathering, verifying and analyzing business and asset data from numerous, disparate sources. That has resulted in significant cost savings for our business.”*

James Place  
Vice president  
Services Development Rolls-Royce

### Rolls-Royce

Rolls-Royce, a world-leading provider of power systems and services for use on land, at sea and in the air, operates in four global markets – civil aerospace, defense aerospace, marine and energy.

The company seeks to add value for its customers with aftermarket services that enhance the performance and reliability of its products. Removing technical and financial uncertainty associated with engine aftercare assists in maximizing operational reliability while minimizing financial risk and costs.

### The challenges

Rolls-Royce business and operational management processes link their financial model with operational performance and asset usage. The resulting information is used to predict the need for spare parts and the demand for maintenance, repair and overhaul (MRO) shop visits.

Having significantly grown its aftermarket services business, Rolls-Royce found that the process structure they were using was labor-intensive and susceptible to error. They needed a robust IT solution that would support the process and provide key performance indicators (KPIs) upon which they could base business planning and business decisions.

### The OSyS solution

OSyS created a business model of the Rolls-Royce aftermarket services business and a set of KPI reports by using an industry-leading, commercial off-the-shelf toolset. Implementation of the solution provides Rolls-Royce with immediate access to key metrics and reports for flying hours, operating parameters and engine time-on-wing. Reports can be tailored to individual or multiple engines, aircraft, operators, products or fleets around the globe.

### *Benefits realized*

- *Improved data quality and integrity*
- *Growth in services business achieved with 20% fewer staff*
- *80% reduction in queries around the forecast*
- *80% reduction in time to produce reports*
- *Greater visibility of quality data through a centralized data repository*
- *Planning and reporting accommodated at different levels of granularity and against different timescales*
- *Integrated financial planning models; changes to variables propagate through the model quickly and consistently*
- *Workflow to control forecast data collation*

### A successful outcome

OSyS' MRO business management solution enabled Rolls-Royce to produce and update the business plan and generate financial reports with 20 percent fewer full-time resources, resulting in substantial cost savings.

The solution provides Rolls-Royce with the information to make more-informed business decisions that will generate ongoing operational savings through its reports on key performance indicators such as

- Looking across similar operators at the effect of operating a gas turbine at less than full power to increase the life of the engine
- Increasing the level of repairs, which reduces the costs of MRO shop visits
- Eliminating the need to open subassemblies if their history shows few faults

Notable inroads have been made toward improving the efficiency of gathering, verifying and analyzing business and asset data from various sources, improving data integrity and providing additional cost savings.

### The story continues

Rolls-Royce has realized significant improvement in business performance through OSyS' IT solution. In 2009, further improvements will be implemented, including integrating repair and overhaul data analysis with business intelligence tools provided by OSyS. The objective of this initiative is to systematically drive down the cost of service delivery.

Plans are also being developed to extend the OSyS solution into additional areas:

- Capturing marketing assumptions
- Providing additional KPIs
- Integrating the business and operational management process with the fleet planning process

Once the solution is fully integrated, Rolls-Royce will be able to improve management control of all planning processes. This will enable spending even more time on analysis and operational support and less time on data preparation and review. In addition to improving decision-making, the final solution will reduce the total cost of ownership and the overall time spent on planning, budgeting and forecasting.