

ASC Pty Ltd Transforms Business with Cincom

Goal: Upgrade software and hardware systems as ASC Pty Ltd transforms from a submarine-building operation to two separate companies: a service-oriented, Collins Class submarine service maintenance group and a shipbuilding business that manages and manufactures the Air Warfare Destroyer Alliance (AWD) vessels.

Challenge: Ensuring project flexibility for ASC's operations as the scope of the project moved from construction to long-term maintenance for the Submarines division. At the same time, supporting the manufacture and project management of the Air Warfare Destroyer project.

Essentially, Cincom's challenge was to provide IT updates to ensure that ASC's systems are the most current and support the naval fleet being fully operational and available to meet Australian defence needs at any time.

Solution: The Cincom® CONTROL™ ERP software system, including the Project Costing module and ASC-specific modifications that have now been implemented as standard product features.

Key Results:

- Cuts time to produce reports from six weeks to five days
- Provides instant verification that the project is running on time and on budget
- Frees staff and equipment to provide more value-adding analysis
- Enables project managers to reallocate resources and other proactive operational changes
- Simplifies billing for payroll by reducing manual data entry
- Better positions the company to bid for other contracts
- Configures IT systems to suit ASC business processes, empowering staff to better utilise data and complete processes more quickly
- Enables management of and collaboration with multiple suppliers working with the AWD alliance as well as successful construction of the AWD vessels



National defence is no trivial matter. ASC is the largest Australia-owned defence company, and it continues to deliver on the challenge of keeping Australia's submarine fleet at a world-class level of readiness.

Originally manufactured and delivered by ASC, the Royal Australian Navy's fleet of six Collins Class submarines are a key strategic element for the Australian defence forces as well as a point of pride. It is widely recognised around the world that no conventional submarine can match the design and sophistication of the Collins Class. Making sure that elite status is maintained going forward is at the heart of ASC's challenges today.

In 2005, ASC was also selected by the Minister for Defence & Defence Material Organisation (DMO) as the primary shipbuilder for the Air Warfare Destroyer (AWD) project. The three planned AWD vessels, known as the HOBART class of ships, will be highly technical naval vessels that are capable of engaging air, surface and subsurface targets. The ships will be built for Australia's specific defence needs and delivered in 2016, 2017 and 2019.

ASC's leadership relied on Cincom ERP software during the delivery phases of the Collins Class and current AWD projects and has continued its long-term successful relationship with the product.

Multiple Sites, Different Demands, One Expectation: Subs Available as Scheduled

ASC today undertakes its submarine projects from two out of their three purpose-built facilities. ASC North is located in Osbourne, South Australia and maintains the submarine construction and refit activities. ASC West is in Henderson, Western Australia and offers intermediate-level maintenance.

ASC must be able to see exactly what the status of each project is and what the costs are at any moment. Given the submarines' operational requirements, late is never an option. ASC's projects are inherently complex and have different timing demands. Information Technology has to be able to serve the needs of various sites from one central system.

Coordinating a Team of Suppliers

The Air Warfare Destroyer alliance consists of DMO (leading), Raytheon (combat systems) and ASC (lead shipbuilder). ASC's team of 1,900 Australians, including 380 engineering and technical specialists, are spread across three facilities in South Australia and Western Australia. The AWDs are being constructed using a block-build method (i.e., constructing separate parts then connecting them to form the vessel). As the AWD shipbuilder, ASC manages block construction and integration, including combat and platform systems integration and fabrication along with subcontracting-selected blocks and more.

The blocks are being manufactured at three shipyards across Australia: ASC South; BAE Systems in Williamstown, Victoria; and Forgacs in Newcastle, New South Wales. Some blocks will also be built in Spain by the AWD design partner, Navantia. The blocks constructed off site will be transported by sea to ASC South for block erection and integration.

Cincom ERP manages both the construction of the blocks as well as the integration of these blocks coming from the shipyards across Australia and Spain.

Cincom System Delivers Immediate Results

The rigorous testing and the high-level integration capabilities of Cincom's software – an ERP system designed expressly for complex manufacturing – will benefit ASC with these new projects, and it has already paid off. The last three maintenance projects have been completed on or before the required time, providing cost and productivity benefits as staff and equipment are available for more value-adding analysis of results or resolutions of issues.

At the time, the ASC Submarines team was coming out of an 18-month transition period where its IT systems were upgraded and altered to reflect the company's shift in emphasis from construction to maintenance and design. ASC activated the Project Costing module of its Cincom ERP software system as part of this upgrade. This has helped to improve its management capability of new, existing and varied projects through integrated data collection, new reports and access to full status updates on projects that now range from 4- to 60-weeks duration.



Continuing to Evolve to Stay on Top: 10 Years on

ASC and Cincom have continued working together in 2015, moving into another upgrade of the ERP product. The new ERP system reflects both the continued advances contained in Cincom's latest offerings as well as continued integration of customisations that ASC needed within its standard version of the product.

As with most things related to ERP, integrating the customisations was easier said than done. These changes meant carefully documenting how the solution was currently operating for ASC, merging the desired changes into the existing framework and productising the solution. By going the productising route, the solution became more flexible and also gained the capability to be turned on and off, ensuring full documentation to the Cincom CONTROL ERP standard.

The result is increased capability for managing and anticipating all of the processes associated with ASC's operations and giving company managers more power than ever in reaching their operational goals.

All Aboard

In the big picture, 21 million Australians are safer due to a ready and capable submarine fleet. And the Australian Defence Force can look forward to an on-time delivery of the Hobart Class AWDs in the near future. On a more detailed level, each of ASC's 2,600 employees benefit from the integration of systems and better information into and out of Cincom.

The changes have enabled ASC to be much more proactive. Project managers can reallocate resources or make other operational changes as required, thanks to greater visibility of accurate and current information accounting for parts, materials and costs.



Full Speed Ahead

With Cincom in its corner for over 28 years, ASC continues to evolve and maintains its position to comfortably bid for more contracts with the Australian Defence Force.

Moving forward, as stated in the ASC Corporate Mission Statement: "ASC is committed to supporting the Australian Defence Force by effective communication with our customer, understand our customer's expectations and priorities, implementing continuous improvements and striving to deliver the best results for defence."

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About Cincom

Cincom is the world's most experienced software company, now spanning five decades with solutions to help customers simplify complex business processes and transform corporate information into competitive advantage. Our software products include manufacturing control systems, contact center and customer relationship management systems, databases, document management, sales knowledge systems and e-business solutions. Cincom serves thousands of clients on six continents including Bertelsmann Music Group (BMG), Citibank, Federal Express, Nationwide, Penn State University and Trane. For more information about Cincom's products and services, visit the company website at www.cincom.com.



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