

**Industry:**

Trucking

Customer:

American Trucking Associations –
Technology and Maintenance Council
(TMC)

Scope:

- Create an industry-supported portal solution to help address “information overload” issues faced by trucking fleets.
- Deliver parts and maintenance information in multiple formats, from many different OEMs and suppliers via a single access point.
- Provide advanced search options to narrow down search results to a specific vehicle and/or part.
- Continually load new data to reflect latest revisions of information provided by OEMs and Suppliers.
- Make access tools user-friendly, to minimize training time required for technicians.

Solution:

- Adapt existing aviation industry technology platform to develop *TMC FleetPortal*, a tailored solution designed to accommodate the unique requirements of truck and other vehicle fleets.
- Negotiate with industry OEMs and Suppliers to enable fleet customers to access technical information via *TMC FleetPortal*.
- Establish *TMC FleetPortal* data processing operations to ensure timely delivery of revisions published by OEMs and Suppliers.
- Effectively apply tools and services to support industry-wide goals for improvements in fleet maintenance processes.



CDG provides an innovative and effective parts and service information management solution for the American Trucking Associations.

The American Trucking Associations is the largest national trade association representing the trucking industry. Through a federation of other trucking groups, industry-related conferences and its 50 affiliated state trucking associations, ATA represents more than 37,000 members covering every type of motor carrier in the United States.

The Technology and Maintenance Council of the American Trucking Associations (TMC) is North America’s premier professional society for truck maintenance, information technology, and logistics professionals. Its membership of more than 2,200 individuals is dedicated to the improvement of equipment and support technologies, maintenance and maintenance management.

Several years ago, the TMC noted a growing volume of comments from many of its members indicating that management of parts and maintenance related information had become a significant burden to their fleet operations.

Fleet maintenance technicians were frustrated searching for current parts and service information, as parts and maintenance manuals were often missing or out of date. Time spent searching for information meant less time available to complete their primary objective: to keep trucks on the road and producing revenue. Technicians spent a significant amount of time flipping pages in paper manuals, searching various vendor websites, calling dealers by phone, and searching CD-ROM libraries, all in an effort to try to find the information needed to perform their maintenance tasks.

Without a standard for format or delivery of OEM and supplier information, fleet maintenance managers found that this additional “hunting” work took the technician

away from the work of repairing vehicles. It also cost the company money and increased the frustration level of technicians and managers alike, creating a less than ideal work environment. Surveys of Fleet Maintenance Directors conducted by the TMC found a nearly universal demand for an industry wide solution to this “information overload” problem.

Responding to member concerns, the TMC researched options and selected Continental DataGraphics (CDG) to provide a technology-based solution to address these problems.

A subsidiary of The Boeing Company, CDG had already successfully developed parts and maintenance information solutions for the aviation industry, including the *ATA Aviation Marketplace*, in support of the Air Transport Association (the other ATA), representing the airline industry. CDG had also developed maintenance information solutions on behalf of Boeing, and had decades of experience in authoring and delivering technical publications and managing and hosting massive parts databases, supporting all Boeing and McDonnell-Douglas aircraft worldwide.

After evaluating the TMC’s requirements, CDG determined it could apply one of its existing applications, On-Demand Information Manager™, as a solution. This same application had already been successfully deployed in airline operations, and CDG proposed to adapt it as a portal-based solution to help provide fleets with streamlined access to parts and maintenance information from multiple OEMs and suppliers.

TMC FleetPortal was launched in 2004 as a service offering of the TMC. Many leading OEMs and Suppliers have now made their parts and maintenance information

available to fleets via *TMC FleetPortal*. CDG provides ongoing application development, data processing, database hosting, as well as sales, marketing and help desk support services to the TMC and its *TMC FleetPortal* subscribers.

With *TMC FleetPortal*, individual fleets subscribe only to the data sets that pertain to their specific equipment. This enables the manufacturers and suppliers to have assurance that their data is only delivered to the customers that are granted access to view those publications. More significantly, it allows fleet technicians to go straight to the information they need, with no more time wasted sorting through data that does not even apply to their equipment. With powerful search capabilities, a user can quickly find all necessary and relevant parts information for a specific vehicle or other maintained equipment simply by entering a Vehicle Identification Number (VIN), unit number or serial number.

Because it is a web-based, hosted application, users of *TMC FleetPortal* only need a computer with Internet access and a browser for access to the system. In this way, subscribing fleets are not burdened with large up-front capital investments for hardware, software or long term infrastructure support.

TMC FleetPortal provides an alternative to fleets that are overloaded with information delivered in multiple formats from various manufacturers and suppliers. When subscribers need to access technical information stored on an OEM or supplier sponsored web site, *TMC FleetPortal* can automatically pass through username, password and vehicle identifying information to seamlessly grant access to those other sites, without requiring users to ever log out of the *TMC FleetPortal* system.

Additional CDG services are available to integrate *TMC FleetPortal* with most fleet management software applications, supporting even further improvements in parts management and procurement processes for fleets.

"*TMC FleetPortal* was designed to address the growing problem of information overload faced by fleets that operate equipment supplied by multiple manufacturers," said Carl Kirk, TMC's executive director and vice president of councils at ATA. "By aggregating maintenance data from all of a fleet's OEMs and suppliers into one browser-based database, *TMC FleetPortal* can significantly reduce the time fleet professionals spend searching for maintenance information."

Bottom line, *TMC FleetPortal* helps fleets to improve technician productivity, resulting in faster maintenance turn times and increased fleet availability. What was once a winding, rough maintenance "road" for trucking fleets is now a lot smoother.

About CDG

CDG (Continental DataGraphics) is a wholly-owned subsidiary of The Boeing Company. CDG provides a comprehensive site of services and solutions for the creation, conversion, management and delivery of information. CDG specializes in helping organizations maximize efficiency through Engineering Design and Engineering Process Support, Engineering Data Conversion, and Engineering Document and Content Management services and solutions.

With experienced global team of hundreds of highly skilled engineers and data management professionals, CDG delivers cost-effective options to support numerous organizations in aviation, aerospace and defense, manufacturing, and other engineering-focused industries. CDG's customers benefit from its depth of experience spanning over 40 years, and its ability to structure flexible solutions based on unique customer requirements.

For more information, visit the CDG web site at www.cdgnow.com, or contact marketing@cdgnow.com.



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