

# IT SOLUTIONS & SERVICES

FOR INTEGRATED INFORMATION LOGISTICS & TECHNICAL PUBLICATIONS



## Future-Oriented IETP Solution for Enhanced After-Sales Scenarios

S1000D USER FORUM VIENNA  
September 17, 2013

*The leading vendor  
of information solutions.*

# A Few Numbers About HiCo-ICS

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over **60** industry customers  
over **600** installations worldwide  
over **1.200** software end-users



Foto Credits: Pilatus Aircraft Ltd.

**ATA iSpec2200**

**ASD S1000D**

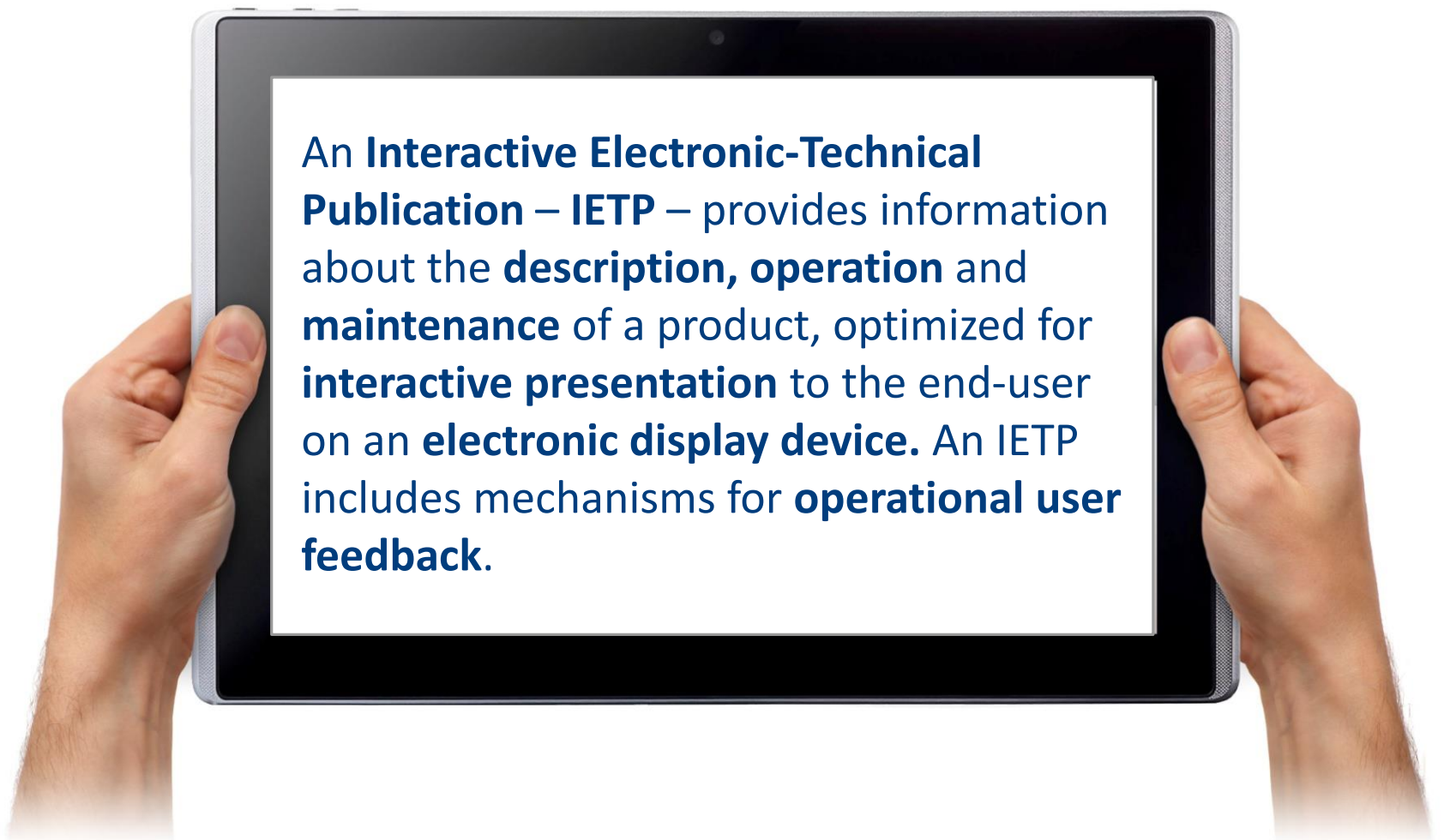
**ASD S2000M**

**ATA Spec2000**

**ASD S3000L**

# What is an IETP?

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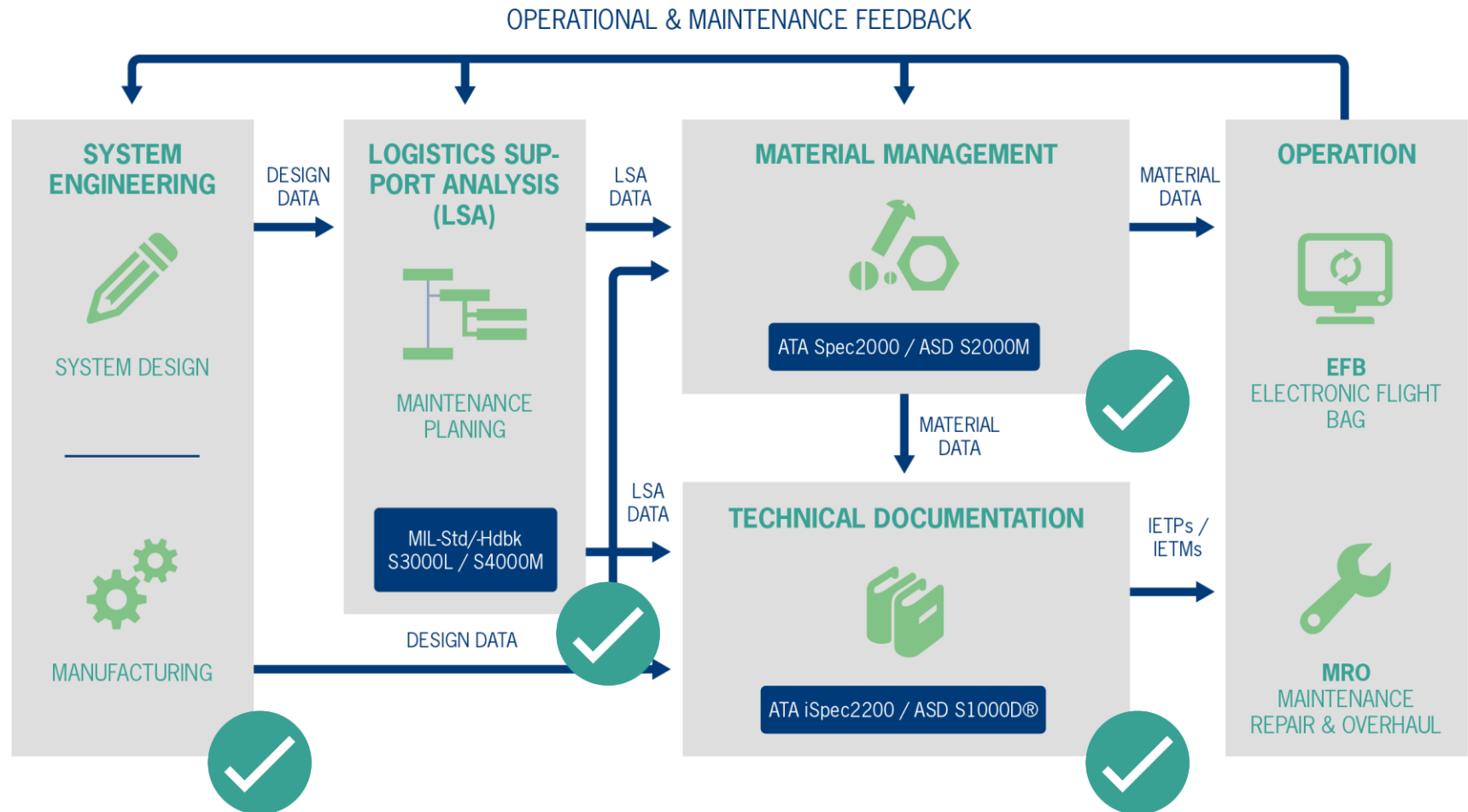
A pair of hands is holding a tablet computer. The tablet screen displays a white rectangular box containing the definition of an IETP. The text is in a dark blue, sans-serif font. The background of the slide is a light grey gradient.

An **Interactive Electronic-Technical Publication – IETP** – provides information about the **description, operation and maintenance** of a product, optimized for **interactive presentation** to the end-user on an **electronic display device**. An IETP includes mechanisms for **operational user feedback**.



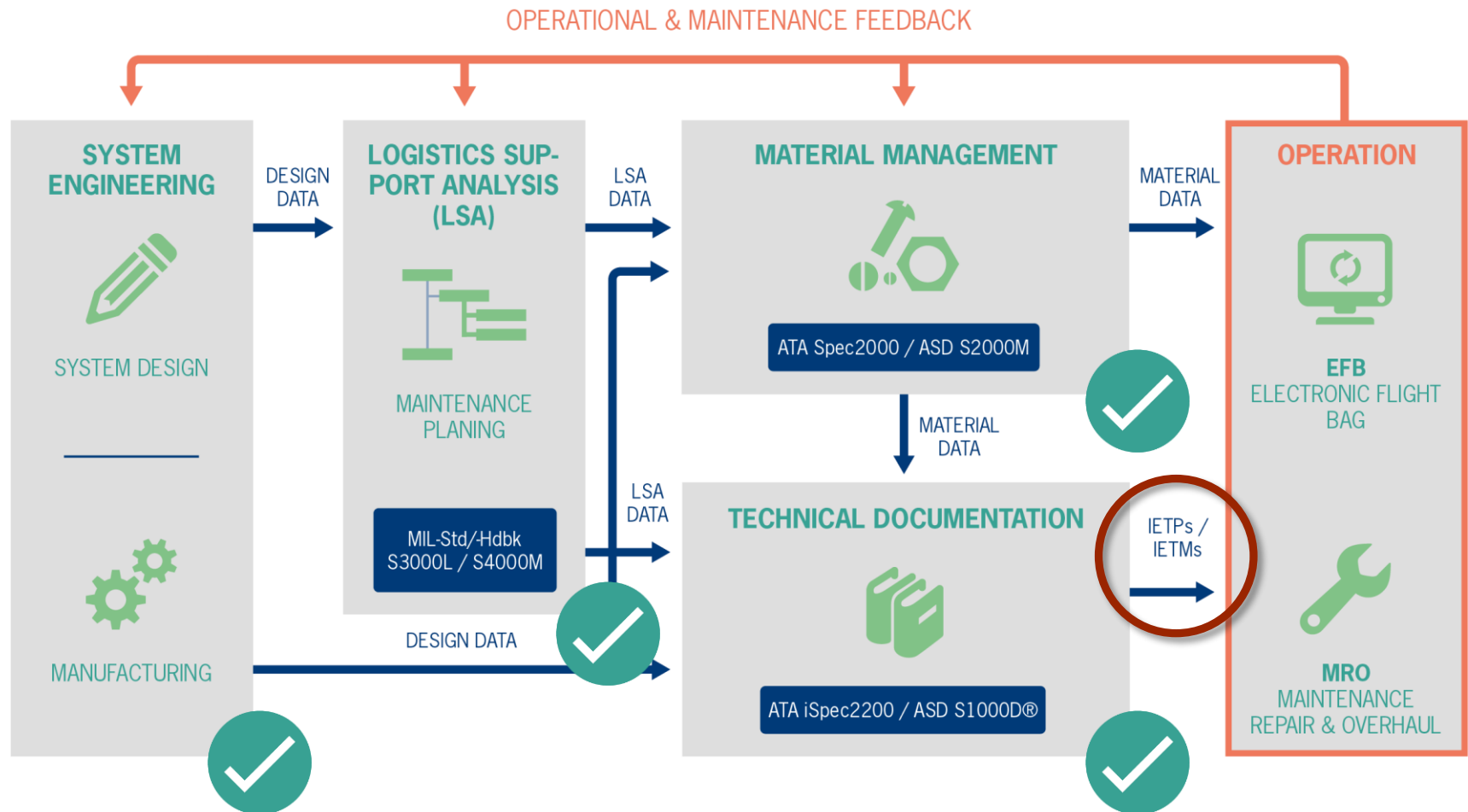
# IETPs as Part of Integrated Logistics and Related Standards

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# IETPs as Part of Integrated Logistics and Related Standards

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# What are the Challenges in After-Sales?

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## Publication Deployment

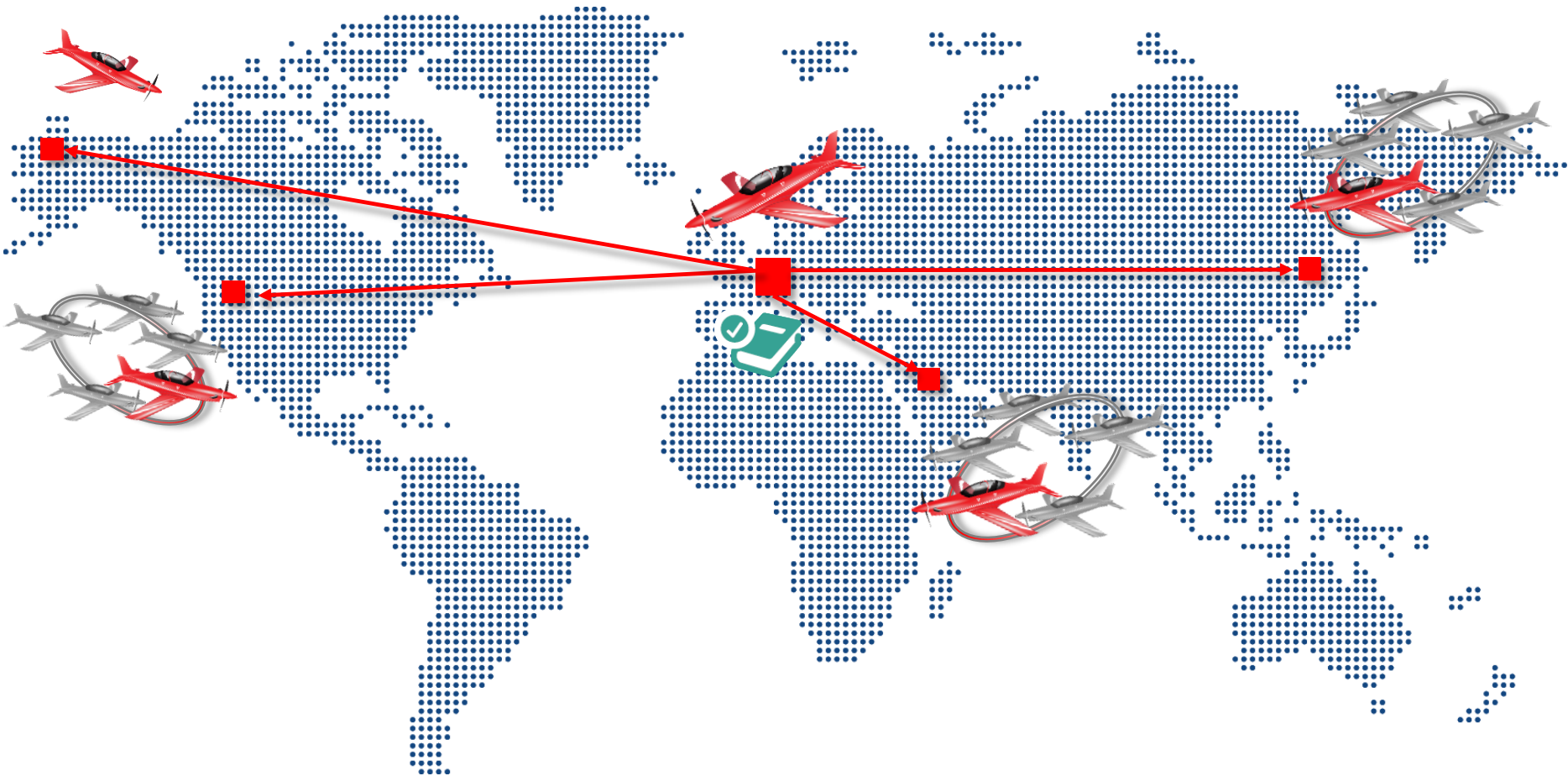
- Publications
- Publication Issues
- Fleets
- Products
- Orders
- Etc.

## Operational Feedback

- Request for Changes
- Notes
- Etc.

# How To Handle Publication Deployment

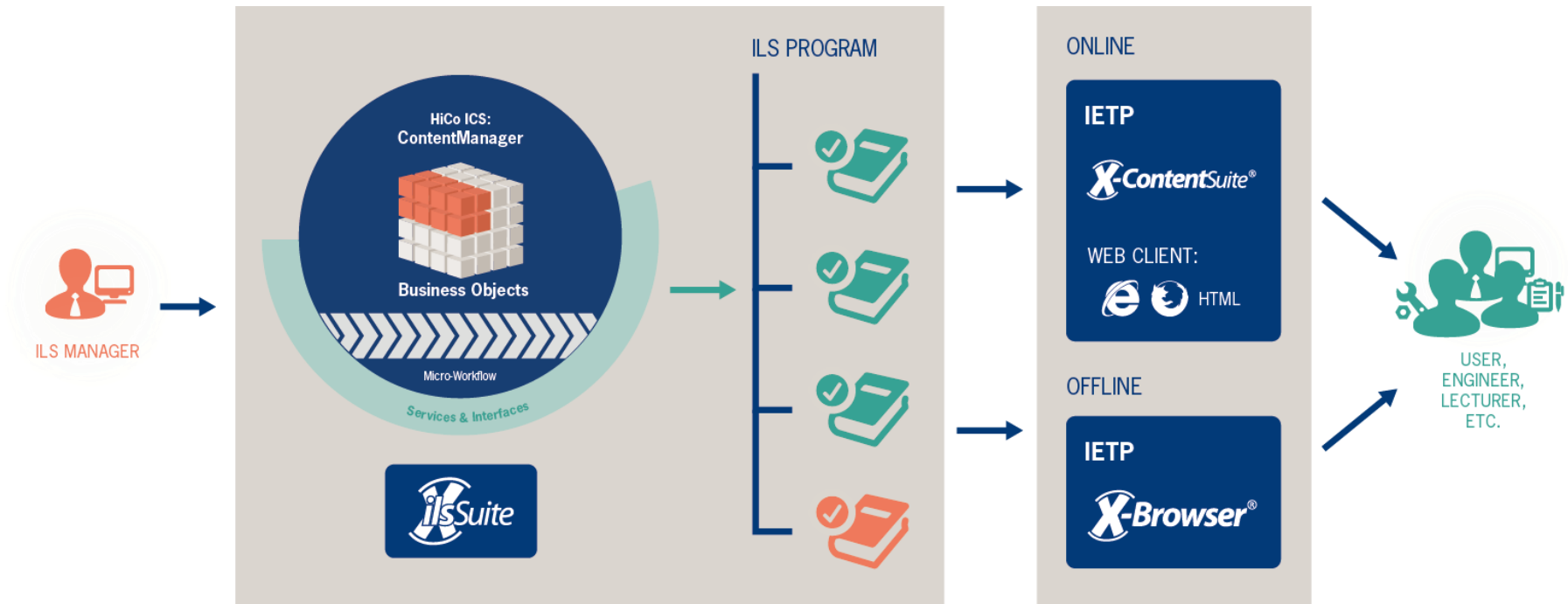
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# How We Handle Publication Deployment

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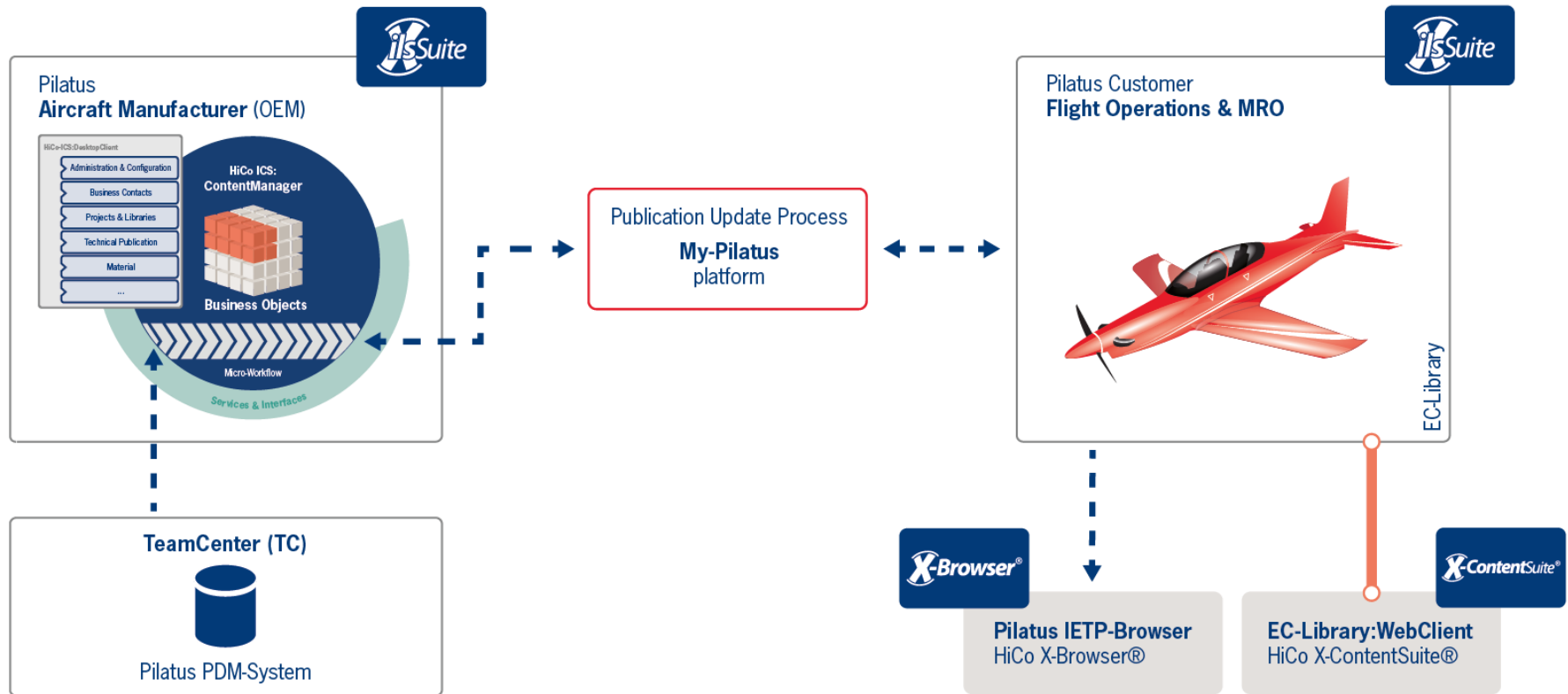


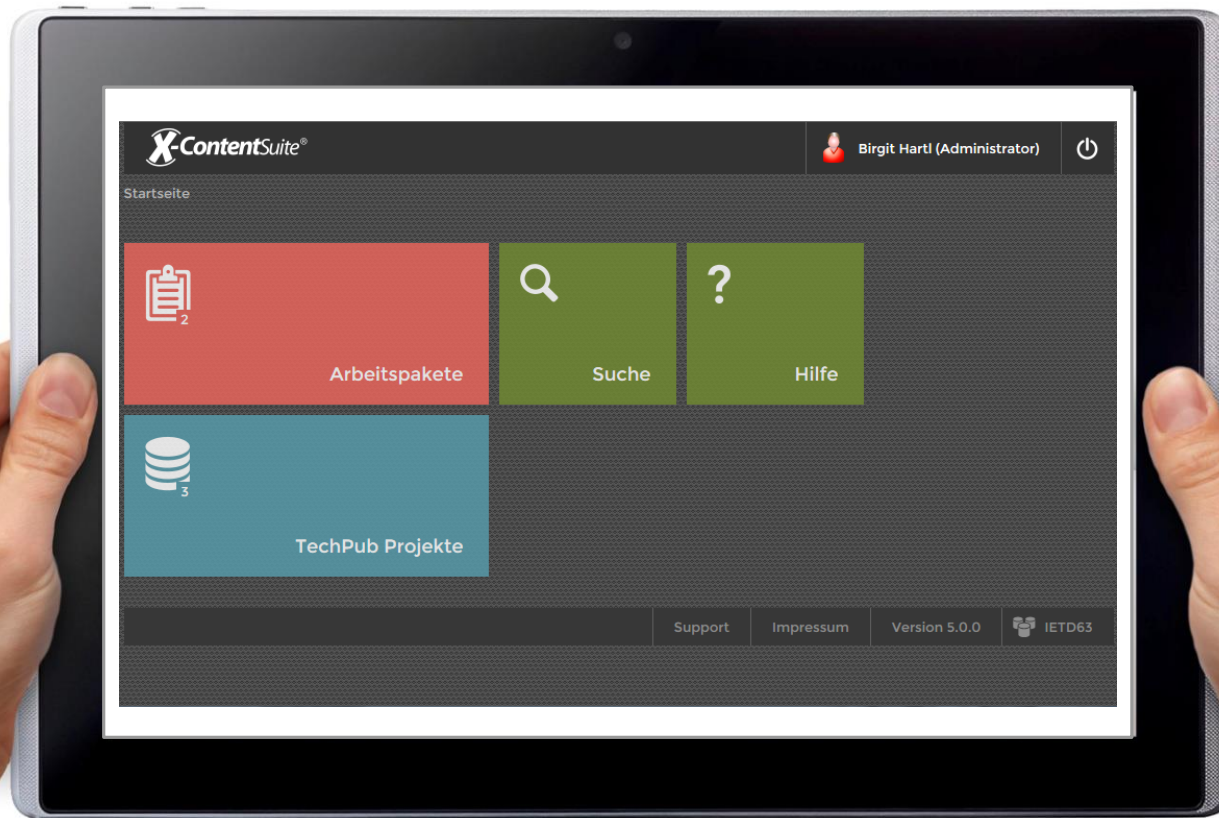
# Our Solution for IETP After-Sales – Example Pilatus Aircraft

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## System Overview for Pilatus End-Customer Projects





# About HiCo-ICS

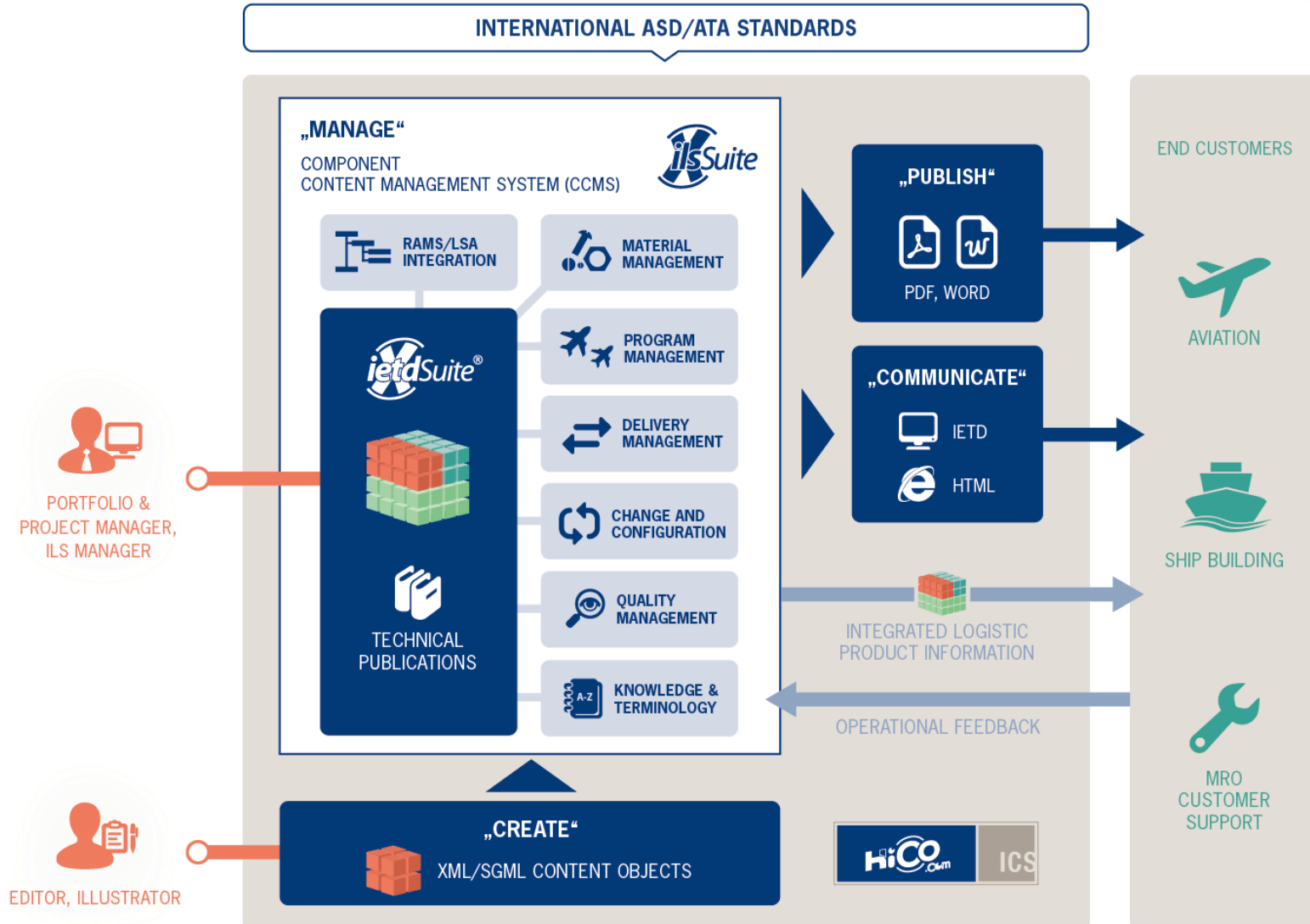


Since its foundation in 1997, HiCo-ICS established itself as  
one **of the leading IT vendors** in the area  
**ITLS** – Technical Logistic Information Systems &  
**ISiS** – Innovative Service Information Systems  
on base of market customary standard products (COTS products)

In the D-A-CH region we are the  
**leading system vendor of integrated IT solutions**  
based on and in the integrated usage of  
**ASD Suite of Specifications**  
as well as  
**ATA e-Business Standards**

# Create, Manage, Publish & Communicate IETP with Our Products

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# HiCo-ICS Key Business Indicators 2012

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Number of Employees\*): **35**



Revenue 2012: **3,0 Mio. €uro**



Equity Ratio: ~**14%** Goal:  $\geq$  **20%**



Spending Research & Development: **29%**

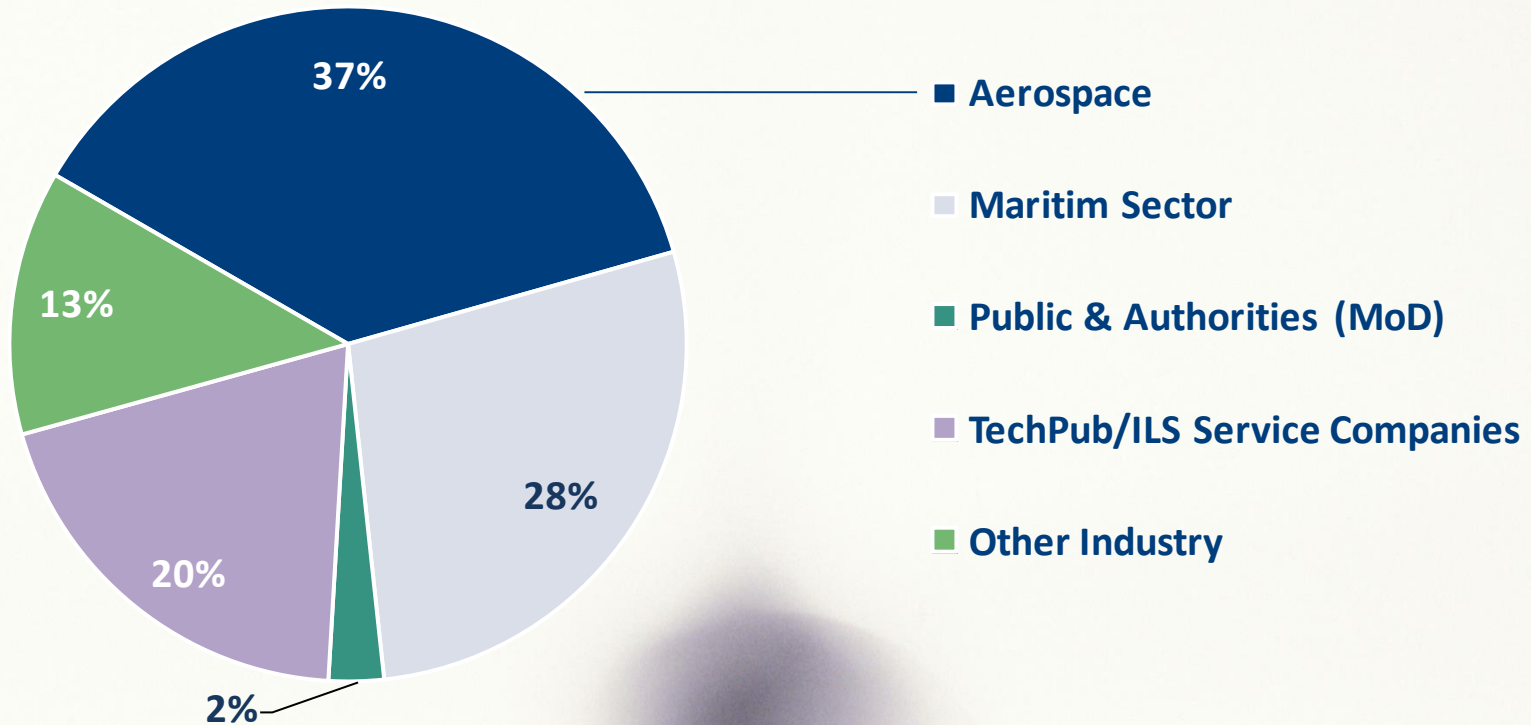


Outlook 2013: Employees **38** | Revenue **> 3 Mio. €uro**

\*) HiCo-ICS only, without partner companies

# Customer & Revenue Statistics 2012 – Industry Type

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# Sales, Training and Technology Partner of Parametric Technology Corporation (PTC)

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- ▶ HiCo-ICS has been **authorized partner** for Arbortext® products since **2001**
- ▶ After acquisition of PTC in 2005, HiCo-ICS became **Value Added Reseller (VAR)** of PTC for Arbortext® products
- ▶ Since **2007**, HiCo-ICS is also authorized **Maintenance Service Provider (MSP)** and Authorized **Training Partner**
- ▶ Because of the experience in the environment of **Integrated Logistics Support (ILS)** and **Logistic Support Analysis (LSA)**, in **2010** HiCo-ICS became also sales and solution partner for **Windchill® Quality Solutions** (formerly Relx®) by PTC
- ▶ HiCo-ICS operates with **sub-resellers** in the **D-A-CH** and **Iberian region**



# Main Customers & Reference Programs 1/5

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## PILATUS

### PC-21

- Swiss Air Force
- UAE Air Force
- Qatar Air Force
- Royal Saudi Air Force
- Singapore Air Force



**PC-12**  
worldwide  
CSDB/IETP-support



Foto Credits: Pilatus Aircraft Ltd.

# Main Customers & Reference Programs 2/5

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ThyssenKrupp Marine Systems



ThyssenKrupp

## U212A

- Hellenic Navy
- Royal Korean Navy
- Portuguese Navy



Foto Credits: Thyssen Krupp Marine Systems - HDW



# Main Customers & Reference Programs 3/5

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- **Boeing 787**
- **Embraer**  
Lineage 1000
- **Bombardier**  
Challenger 300  
Global 7000/8000
- **Sukhoi** SSJ100
- **Comac** C919,  
ARJ21
- **Airbus** A350

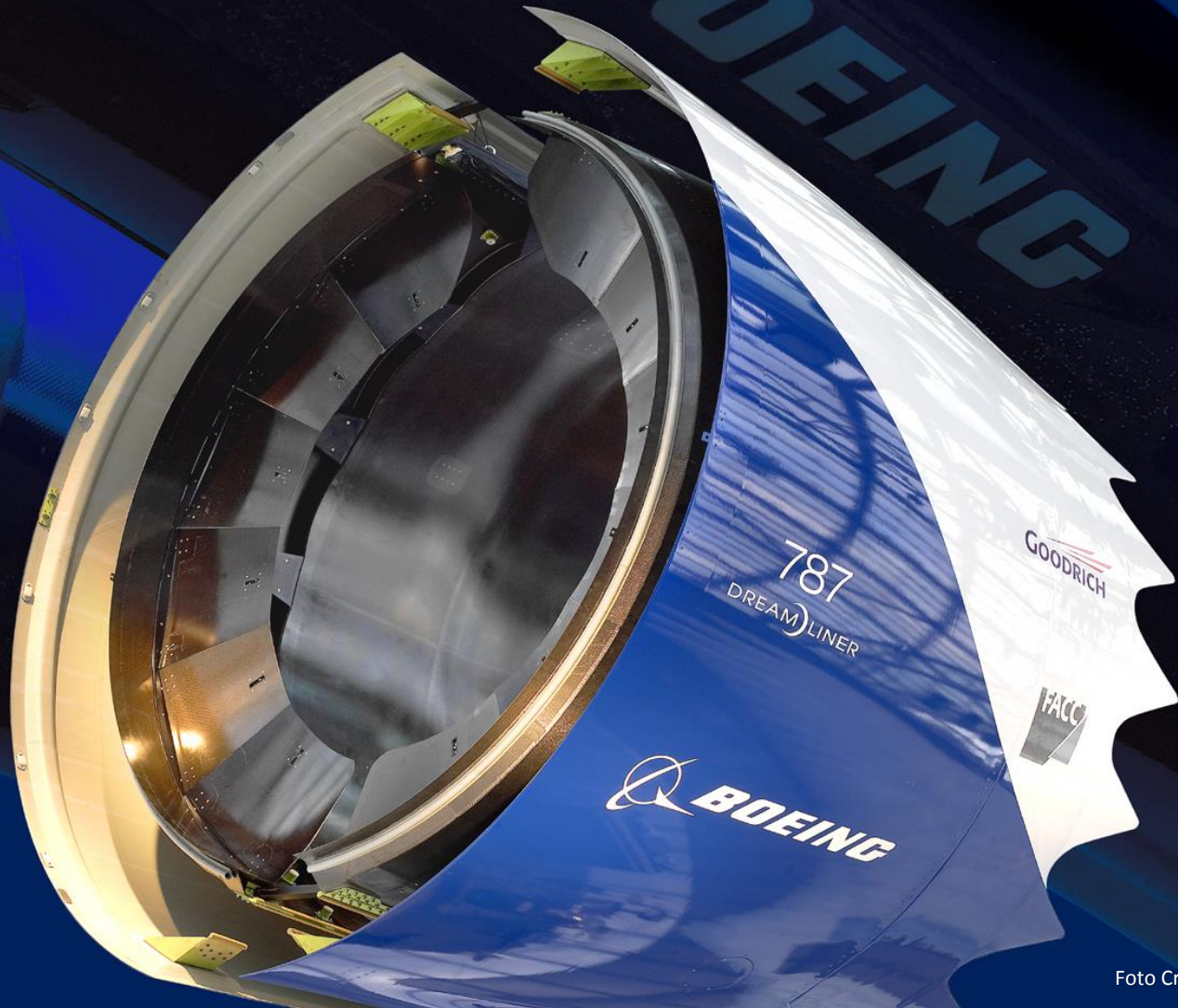


Foto Credits: FACC AG



# Main Customers & Reference Programs 4/5

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## Various Projects

- Public Sector
- Aerospace
- Weapon Systems



Foto Credits: Rheinmetall

# Main Customers & Reference Programs 5/5

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- Sikorsky S-70A/  
Black Hawk
- AB2012
- IETP support  
**Eurofighter**
- C-130 Hercules



Foto Credits: Fotolia

# What Customers Say about HiCo-ICS 1/4

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”



**Marcel Aregger, Head of Technical IT**

**Pilatus Aircraft Ltd., Switzerland**

*„With the existing functional scope of the HiCo iLS.Suite™ and HiCo ietdSuite®, the requirements of Pilatus can be realized immediately. The introduction of the HiCo ietdSuite® decreased the error rate within the publishing process and significantly improved the efficiency at the publication of contents as well as at the deployment to the end customers of Pilatus Aircraft. In comparison to the previous product, the costs for licenses and maintenance were significantly reduced.*

*HiCo-ICS as partner of Pilatus Aircraft has proven itself as reliable company in complex projects in an international environment.”*

# What Customers Say about HiCo-ICS 2/4

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”



**Achim Redenius, Head of IETD & Logistic Databases**  
**Rheinmetall Technical Publications GmbH, Germany**

*"From our point of view, the HiCo ietdSuite® is technologically the most advanced application for documentation projects according to standard ASD S1000D on the market.*

*Through numerous functions, authors are assisted at many routine and painstaking tasks and therefore can concentrate on the content more effectively. The usage of a high-performance CMS like the HiCo ietdSuite® helps to significantly increase the efficiency in authoring.*

*Also for further processes like publication and publishing of IETD and paper, the HiCo-ICS products have gained a high level of automation by now. The HiCo X-Publisher® shall be mentioned here."*



# What Customers Say about HiCo-ICS 3/4

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”

**Frank Reich, Head of Public Solutions**  
**IBM Deutschland GmbH, Germany**



*„The software of HiCo-ICS has proved itself in front of competitors as the leading system. The impression from market observation, that HiCo-ICS can deliver a technologically advanced and future-oriented product, has been confirmed and strengthened.*

*Especially the capability to adapt to current and future standards tipped the scales for a partnership with HiCo-ICS. The excellent impression which we received, motivated us to continue the collaboration with HiCo-ICS.”*

# What Customers Say about HiCo-ICS 4/4

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”

ThyssenKrupp Marine Systems



ThyssenKrupp

**Barbara Bennemann, Head of Logistic Procedures & IT**

**ThyssenKrupp Marine Systems – Howaldtswerke-Deutsche Werft GmbH, Germany**

*„Over 100 technical manuals. Over 200 paper folders. Over 15 meters of documentation. Over 1 m<sup>3</sup> of used space on our submarines.*

*With HiCo-ICS as a reliable partner, HDW successfully took the step from paper manuals to interactive Electronic Technical Documentation.”*

# Contact information

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