

Client Solution Case Study

The United States Air Force Document Repository for Equipment Manuals

Business Situation

In bases located all over the world, the U.S. Air Force houses and operates equipment of all purpose and size. Each piece of equipment requires documentation on its operation, parts, maintenance and other such data. This information needs to be readily available to equipment vendors in order for them to make necessary updates and modification. Once changes are approved, the official documentation needs to be published for in an easily accessible location for equipment operators and maintenance personnel.

The Air Force needed a web-based document management space that would allow them to house, share and maintain these documents.

Solution

Fpweb.net provided the Air Force with two Microsoft Office SharePoint Servers (MOSS 2007) to fit their needs. One SharePoint Server houses their Source documents. These are the documents open to modification. Should equipment parts or maintenance procedures change, updates can be made in this location.

The second SharePoint Server houses Published documents. These documents include equipment data in PDF format that has been approved for public use. MOSS 2007 allows the Air Force to control workflow for documents in the stages between Source and Published. This process ensures that modified documents are not released publicly until they have received certified approval.

Fpweb.net also provides the Air Force with Total Care Services in which Fpweb.net handles all server monitoring, installation of updates and data backup. This service, along with their dedicated solution, ensures they receive 24x7 control, guaranteed uptime and top-notch information security.

Benefits

By using MOSS 2007 as a single document repository to house all equipment information, the Air Force can reduce the risk of equipment error. Additionally, to improve business efficiency, contractors can access the documentation from any location to make necessary updates to the single approved copy.

Finally, in an effort to ensure quality control, MOSS workflow tools allow them to track document modification, all as part of an automated process.

Client Profile:



United States Air Force
www.airforce.com

The mission of the United States Air Force is to deliver sovereign options for the defense of the United States of America and its global interests to fly and fight in air, space and cyberspace.

Cliff Notes:

Business Situation:

The United States Air Force needed an online document repository to house and maintain all technical manuals for equipment at an Air Force Base.

Solution:

Fpweb.net provided the United States Air Force with a dedicated Microsoft Office SharePoint Server solution to house and manage workflow of all documents. Fpweb.net also provides Total Care service to ensure full server maintenance, update installation and data backup.

Benefits:

- Single document repository reduces risk for equipment error.
- Document changes can be tracked and approved internally before being pushed to the published site
- Collaboration tools allow equipment contractors to access documents in a single location to make necessary updates.

Technology Used:

Microsoft Office SharePoint Server 2007

Microsoft SQL Server 2008

Windows Server 2008