

# ADF GSE

## Ground Support Equipment (GSE) Asset Management Agreement

<b>Customer</b>	Commonwealth (Defence)
<b>Industry Sector</b>	Defence Aviation
<b>Contract start date</b>	December 2017
<b>Contract end date</b>	December 2024 (Initial)



## Customer needs

The Commonwealth sought an experienced partner who could bring a modern commercial Asset Management system to transform the management of the Ground Support equipment (GSE), increase asset availability and reduce Total Cost of Ownership.

## Nature and volume of services provided

Based at over 20 operating bases in Australia and internationally, the GSE fleet of 3,000+ assets across more than 170 types GSE is a critical enabler for all Navy, Army and Air Force fixed-wing and rotary-wing aircraft.

Under this performance based contract, Babcock partnered with the Australian Defence Force for the strategic asset management of the common GSE fleet to:

- › Implement a scalable Asset Management approach to Defence
- › Integrate with the Defence workforce, systems and policies to enhance visibility of all asset data
- › Rationalise and standardise GSE to reduce the Total Cost of Ownership
- › Safeguard and enhance technical mastery and deployable capabilities
- › Seek to continuously optimise our services

## Customer benefits

To ensure there was no impact on GSE services to support aircraft operations, Babcock collaborated with Defence to plan, resource and execute a complex and comprehensive 6 month transition program that achieved the time-sensitive contracted Operative Date.

The Babcock Enterprise Asset Management (BEAM) system for ADF GSE was required to be certified to the ISO 55001:2014 asset management standard by the Operative Date. This was achieved four weeks ahead of schedule; validating Babcock's position as

a leading asset management services provider, and the modularity and scalability of the Babcock asset management system.

A GSE Service Desk, was implemented to provide a 24/7/365 service to support aircraft, airfield and maintenance GSE requests for the RAAF, Army and Navy from in country and deployed operational units. Over its first six months the Service Desk took 1,222 issues, 1,048 of which have been resolved with the remainder prioritised for completion.

Babcock developed a Digital Fleet Intelligence Capability that integrates, analyses and reports on fleet data from a number of sources to improve evidence based. Hosted on Babcock's secure network and accessible by Defence staff it provides a single point of truth and is accessible to all who require the information.

Through our ISO 55001:2014 certified Asset Management approach, Babcock has:

- › Achieved and maintained the Demand Satisfaction Rate for repair parts at 90% or greater
- › Improved processes reduced the Requisitions with Stock Unavailable by 15% in the first four months
- › Identified leased assets being held surplus to requirements; its return saved \$71 000 in just six months
- › Achieved more than \$20 000 in savings on pricing and transport fees with one supplier through negotiating payment conditions from 30 days to 15 days
- › Enhanced visibility through a Service Desk dashboard which tracks the progress of issues reported by operators

Babcock also holds full Engineering Authority and has developed Land Technical Integrity Management Plan for the common GSE fleet.