



Value Chain
Agent

Your Key to Integration

MTU Success Story • Issue 9/2008



Achieving success through close cooperation

MTU Aero Engines integrates its external portal into the internal QM system with the help of the iPoint Aerospace Agent

Germany's leading engine manufacturer

MTU Aero Engines generates with just 2.6 billion euros sales every year. The company is Germany's leading engine manufacturer and is present all over the globe.

The company develops, manufactures, sells and provides customer service for commercial and military aviation engines for all thrust and performance classes as well as for fixed industrial gas turbines. The German industry leader employs around 7,100 staff and is represented by subsidiaries in all important regions and markets around the world.

MTU Aero Engines cooperates with all the large global engine manufacturers on an international basis and continues to prove itself as an invaluable partner. Another important core business area for the company is maintenance of commercial engines. From a sales point of view, MTU is the world's leading independent service provider in this area. The company also has a crucial role to play in the military sphere on a national level: It is systems partner for almost all German military aero engines. In addition, MTU provides important components and systems for all European military joint projects – from the RB199 for the Tornado and the EJ200 for the Eurofighter to the MTR390 for the Tiger and TP400-D6 for the A400M Transporter.

iPoint-systems gmbh

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Quality means safety

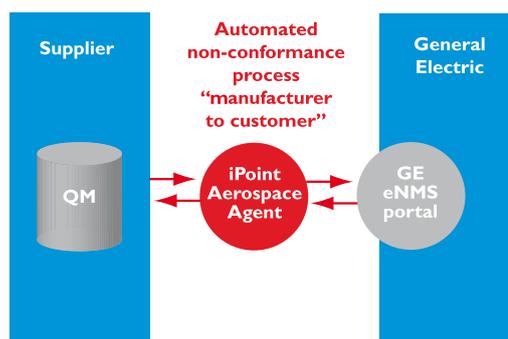
Safety plays a particularly crucial role in the aviation industry, as the smallest error could have catastrophic consequences. That's why MTU demands its products and services be of superior quality. The high standards at MTU are constantly being monitored, ensuring they are always well-maintained.

Inquiries and concessions in the aviation industry are also almost exclusively dealt with via supplier and customer portals. That means that staff has to check the portals for new entries on a daily basis. Data management has to be carried out in both the external portals and the internal QM system. These doubled data management requirements coupled with the dangers of manual data entry, such as incorrect or altogether missing information, and the sometimes long answer periods from the portals result in enormous costs for the company. "We required an optimal solution to automatically integrate the external portal into our internal QM system which would permanently optimize processes," explains Claus Hermann, Head of CAQ Systems and Material Master Data at MTU.

Nonconformance Management System

In the aviation industry, concessions are dealt with using so-called Nonconformance Management Systems. At General Electric (GE), the eNMS portal serves as the interface between GE and its suppliers. All concessions can be made, processed and decided on via this portal. MTU receives concessions from its QM system.

To solve the problem of doubled and manual data entry in the MTU QM system and GE's eNMS portal, MTU opted to introduce iPoint-systems gmbh's iPoint Aerospace Agent in 2005. As an integration platform, the iPoint Aerospace Agent represents a link between the MTU QM system and the GE eNMS portal. Concessions recorded by MTU staff in the QM system are automatically transferred to GE's eNMS portal by the iPoint Aerospace Agent. GE makes any quality decrees pertaining to concessions inquiries. These are then also automatically transferred back from the portal to the MTU QM system by the iPoint Aerospace Agent.



This solution, developed together with iPoint, allows MTU to safeguard a constant flow of quality information both upstream and downstream and at the same time save the maximum amount of time and work on the part of its staff.

Supplier Collaboration Center

Cooperation with globally active suppliers is a major part of MTU Aero Engines' core business, and the company therefore provides its suppliers with their own portal. This "Supplier Collaboration Center (SCC)" portal allows MTU's suppliers to enter data on concessions. Again, MTU relies on the iPoint Aerospace Agent to align data between the SCC portal and the QM system.

The iPoint Aerospace Agent is responsible for the complete communications system between the SCC portal and the internal QM system. The SCC portal is constantly monitored by the iPoint Aerospace Agent for suppliers' new or revised concessions. These applications are then transferred by the iPoint Aerospace Agent to the MTU QM system. At the same time, the iPoint Aerospace Agent sends an email to MTU quality officers informing them of the new concession.

After quality officers at MTU process and decide on the concessions in the QM system, iPoint Aerospace Agent transfers this information (further inquiry, rejection or acceptance of the concession) back to the SCC portal and informs the suppliers by email. There is a notification in



both systems, which allows concessions to be processed quickly on both sides.

"We have enjoyed a long and successful cooperation with iPoint-systems. iPoint has been supporting our internal QM system for more than five years, making the decision to implement the iPoint Aerospace Agent for integrating the portals in our QM an easy one. The iPoint Aerospace Agent holds enormous potential," says Oliver Windhorst, responsible for the IT care of the QM system at MTU. "That's why we could envisage also using iPoint Aerospace Agent in other areas such as document management (supplier permit information) in the future. Other existing Agent processes like patent research could also be used at the MTU."



About iPoint-systems gmbh

iPoint-systems gmbh is a specialist in e-business integrations, and its solutions allow both in-house and cross-company systems and applications to communicate with one another.



iPoint – your Key to Integration

iPoint-systems gmbh offers a broad range of services spanning from the development of trail-blazing standard software to the customized implementation of specific IT projects. As a systems provider, iPoint-systems gmbh offers both consulting services for complex and large-scale IT projects and service provision for ongoing operations.

iPoint-systems gmbh's most important maxim is comprehensive customer support, which ranges from identifying IT requirements and project consulting, planning and implementation of requirements to user support in ongoing operations.

iPoint-systems can fall back on 20 years' experience in creating software applications and carrying out IT projects. With its comprehensive

knowledge of processes, iPoint-systems makes highly integrated wide-scale IT projects a success. Process and IT consultation along the complete value chain as well as employees with many years of experience and close, constant contact with customers make up the basis for our company's success.

Well-known companies and partners from different industries trust iPoint-systems gmbh's products and services for fulfilling their web-based IT applications requirements. Regardless of whether finding solutions for automated research, making information available from other portals or more overall integration of information in internal IT infrastructures, iPoint-systems is always among the first points of contact, a fact underlined by the satisfaction of numerous customers with over 2000 end users.

The Value Chain Agent, Compliance Agent, CIP Agent and Security Agent all belong to the iPoint solution portfolio. The Value Chain Agent serves classical value chains in the fields of quality, logistics, sales etc. It automates communication between business partners and takes on upstream and downstream data exchanges between internet portals and fields – without any manual involvement. The Compliance Agent includes integration and in-house applications for efficiently determining product related legal environmental directives (ELV/IMDS, REACH, RoHS, RRR) up to environmentally safe design and lifecycle assessment (DfE, LCA). The CIP Agent (Competitive Intelligence and Intellectual Property Agent) provides comprehensive support in tracking competition and researching patents, brands and utility models including monitoring, workflow and complete documentation. The Security Agent ensures higher security for process portals and web applications from the start, e.g. before starting operations, but also after implementing alterations or expansions.

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and others