Federal Aviation Administration

Federal Aviation Administration improves asset management with mobile inventory tracking

Industry

- *Government*

Application

- *Asset management*

Solution Highlights

- *PalmOS®-based Symbol SPT 1500 and 1700 handhelds with built-in barcode scanners*
- *Easy-to-use interfaces with pull-down menus and dialog boxes*
- *Palm HotSync® technology eliminates redundant data entry*
- *Custom-designed integration with existing asset management software*
- *Mobile access to inventory database*
- *Information validated during synchronization*
- *Streamlined physical inventory process*

With a customized solution using Palm OS® handhelds, the Federal Aviation Administration now has up-to-the-minute tracking data on every piece of equipment in its physical inventory. Technicians performing moves and installations update the inventory database directly from handhelds, improving accuracy and eliminating the need for paper forms and redundant data entry. In addition, physical inventories can now be performed quickly and easily.

About the Federal Aviation Administration

The FAA is the largest agency in the U.S. Department of Transportation, employing more than 5,500 individuals at its Washington, DC, headquarters alone. Responsible for the safety of all U.S. aviation, the agency's effectiveness depends on the ability of its employees to consistently access the tools and information they need.

The Challenge

Like any large organization, the Federal Aviation Administration (FAA) is a dynamic business environment, in which equipment is frequently relocated and reassigned. Managing this process requires an accurate accounting of the organization's assets at all times.

In the past, FAA help desk technicians performing a move or installation manually recorded information such as client name, hardware type, location and serial number on inventory forms. After the installation was complete, technicians would manually enter the data into the organization's DK Inventory Manager database from their workstations. The process was time-consuming and error-prone.

The FAA needed a way to manage its physical assets more accurately and cost-effectively.

Solution Developed by
Impact Innovations
Enterprise Alliance Member

The Palm Handheld Solution

With the help of Impact Innovations Group, a Palm Enterprise Application Partner, the FAA implemented a new asset management solution using Palm OS®-based Symbol SPT 1500 and 1700 handheld devices. The solution, known as the Mobile Asset Management System (MAM), was developed by Impact Innovations to operate seamlessly with the agency's existing DK Inventory system, a third party asset management solution.

Today, technicians performing an installation simply scan the equipment's barcode with their handhelds to retrieve current inventory information. Using pull-down menus and dialog boxes, changes are made in seconds directly on the mobile device. The information is then uploaded to the DK Inventory system using Palm HotSync® technology, eliminating the need for redundant data entry. During synchronization, information is verified and invalid data is flagged, ensuring accurate asset tracking across the organization.

In addition to streamlining equipment installations and relocations, the new system also dramatically speeds up the process of physical inventories. Technicians can now record and verify inventory data for an entire office in minutes by simply scanning barcodes with their Palm Powered™ handhelds.

Competitive Advantage

The FAA is proving that even a large, dynamic organization can manage assets smoothly and efficiently. By equipping technicians with easy-to-use, Palm Powered™ handhelds, the FAA has enabled accurate, up-to-date tracking of equipment across the organization, and positioned itself to more effectively respond to a changing environment.

For more information about handheld solutions for government, go to:

www.palm.com/enterprise/studies.

For more information about custom developed handheld solutions, go to:

www.impactinnovations.com.