IBM

TACOM transfers vehicle repairs from the battlefield to the back office.

Overview

U.S. Army Tank-automotive and Armaments Command (TACOM)
Warren, Michigan, USA
www.tacom.army.mil

Industry
- Government

Industry Solutions
- Public Sector: Digital Communities

Products
- IBM DB2 software
- IBM WebSphere software

Services
- IBM Global Business Services - Application Management Services
- IBM Wireless Services

Headquartered in Warren, Michigan, TACOM is one of the Army's largest weapon systems research, development and sustainment organizations. For U.S. soldiers deployed all over the world, the group develops ground combat, automotive, marine and armaments technologies to help troops survive and maintain their mobility and operational effectiveness.

Challenge

TACOM's mission is to provide technology that enhances soldiers' mobility and survivability in the field. However, its vehicle repair procedures required technicians to travel back and forth—sometimes across active battlefields. The lengthy waiting periods for service and new parts rendered vehicles non-operational for far too long. TACOM wanted to test the feasibility of overhauling onsite repair processes, enabling remote diagnostics and access to repair manuals and supply systems.

Solution

IBM Wireless and IBM Global Services – Application Management Services helped TACOM prove that a seamless, end-to-end diagnostic and repair process is possible. Based on IBM DB2 and IBM WebSphere software, this innovative solution proves that technicians can perform remote diagnostics and repair and allows personnel to submit orders directly to the Army's supply system using handheld wireless technology.

Benefits

- Shortens supply ordering cycle from 24 hours to 2 minutes

- Remote tools enhance technician safety by reducing travel required

- Cuts cost by increasing ability to salvage and repair vehicles

For more information

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