



**IPS IS OUR DNA**  
DELIVERING INFORMATION LOGISTICS

## ABOUT US

Since 1997, HICO has established economically attractive, efficient and sustainable software solutions as well as services for “**Integrated Product Support (IPS)**” and „**Service Lifecycle Management (SLM)**“ in various industries.

HICO is an **award winning Austrian Company** with a strong international footprint and excellent credit ratings by international agencies and banks.

HICO develop innovative **solutions** for Integrated Product Support (IPS) **to strengthen the competitiveness of our customers**. This is achieved by our experienced and loyal employees and their comprehensive solution competence.

**HICO offers a full spectrum of IT-solutions, consulting and IPS-services from a single source.** This includes innovative and tailor-made service solutions for technical documentation and technical communication. We provide engineering-support and -integration in the IPS-process in order to develop maintenance programs and material supply concepts. HICO also focus on solutions needed to develop training programs for the customer products.

## IPS IS OUR DNA

The failure-free operation of complex technical systems and the **maximum system readiness and system availability** can be sustainably improved by Integrated Product Support (IPS).

IPS is a unified and iterative approach to the management and technical activities needed to influence operational requirements and design specifications for a comprehensive product support. **As a result, significant savings in relevant lifecycle costs can be achieved.**

This is made possible by the **information logistics approach of HICO**, which ensures high quality and actuality of product and maintenance information for the consumer - appropriate information in required quality, at the right place, at the right time and for the right people.

Our activities are focused on the organizational and process oriented implementation of established IPS-/ ILS-specifications and standards with the objective of integrated solutions.

**LONG-TERM  
MARKET PRESENCE**

**ROCK SOLID  
COMPANY**

**EXPERIENCED  
EMPLOYEES**

**ONE-STOP SUPPLIER**

**EXCELLENCE IN  
IPS-SOLUTIONS**

**HIGH LEVEL OF  
INNOVATION**

**INTEGRATIVE  
SOLUTIONS**

**HICO EXPERIENCE**

CIVIL & MILITARY AVIATION  
SECURITY & DEFENCE  
SHIP BUILDING | NAVAL  
OTHER INDUSTRIES (e.g. RAIL)

# INCREASING IMPORTANCE OF TECHNICAL DATA AND PRODUCT INFORMATION

## MORE THAN TWO DECADES OF HICO-EXPERIENCE BECOMES YOUR SPECIALIST KNOWLEDGE

As technical systems and products become more complex the demand of technical data and product information increases dramatically.

Those responsible for customer support, technical services and for operation and maintenance of complex and long-life technical systems face the challenge of delivering the required information in the appropriate time and quality.

With the help of a process-oriented approach and modern IT-technology these demands can be fulfilled. A key-factor is the transformation from paper to digital information. HICO's solution approach enables the seamless integration of existing sources of information.

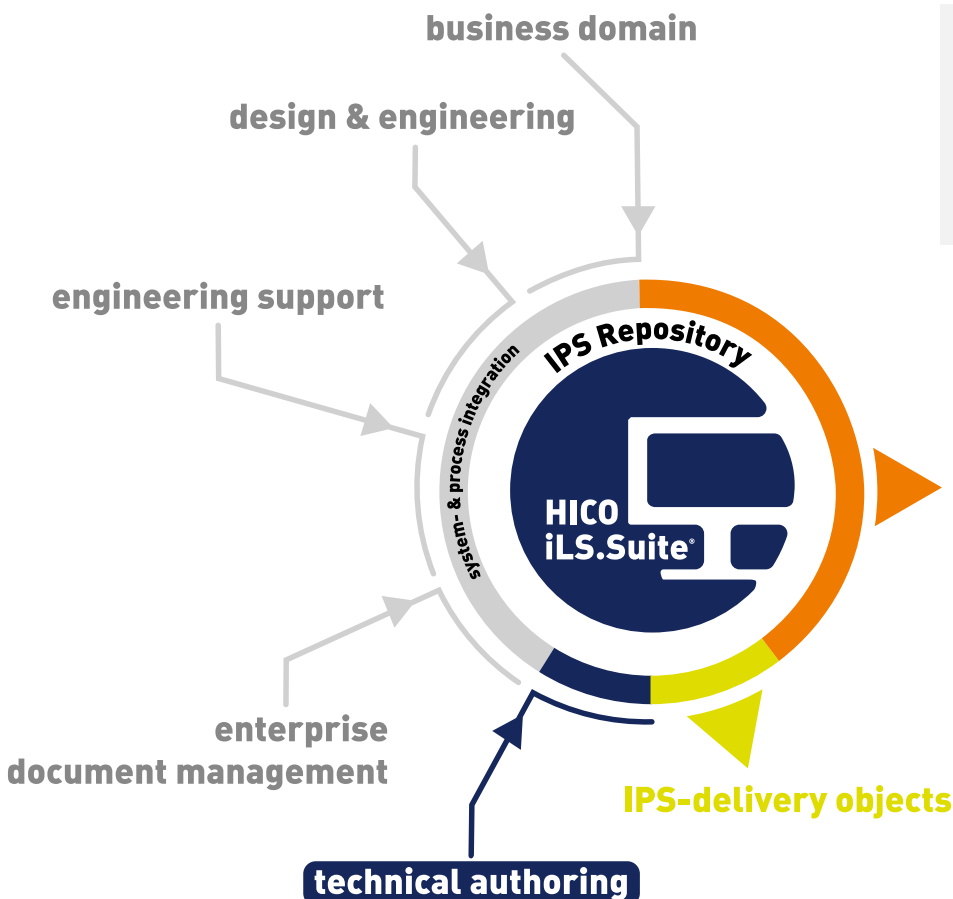
Streamlined processes for **Information Logistics** are focused on the value of the information for the end-customers for the highest level of customer satisfaction.

The main objective is the optimization of the processing time for the provisioning of the required information and the availability of consistent data on time. The needs-based usage of technical data, product and service information is ensured for defined target groups. The holistic support of **Service Lifecycle Management (SLM)** and **Integrated Product Support (IPS)** and the consistent application of HICO's solutions can contribute to an outstanding support quality and service efficiency for end users.

## FULL-LINE SUPPLIER FOR INTEGRATED PRODUCT SUPPORT (IPS)

### MARKETING-LEADING SOLUTIONS FROM HICO ON AN INTEGRATED LIFECYCLE-BASED APPROACH FOR THE SUPPORT OF YOUR COMPLEX TECHNICAL SYSTEMS

HICO provides economical, efficient and **sustainable solutions and services for Integrated Product Support (IPS)**. Our lifecycle-based approach means that our support begins at the earliest stage of development-accompanying engineering support and continues through the in-service support phase and the maintenance optimization based on customer and operational feedback. The **HICO iLS.Suite®** is positioned as an integration platform to integrate relevant data for the Customer Services and Product Support from different sources. The HICO iLS.Suite® is the **master IPS-repository for all support- and service-related information**, results and delivery items of the defined IPS-disciplines.



**HICO SLM-gate™** is the solution portfolio for end users who are responsible for the operation of complex and long-life technical products, respectively the related product support, customer services and maintenance support.

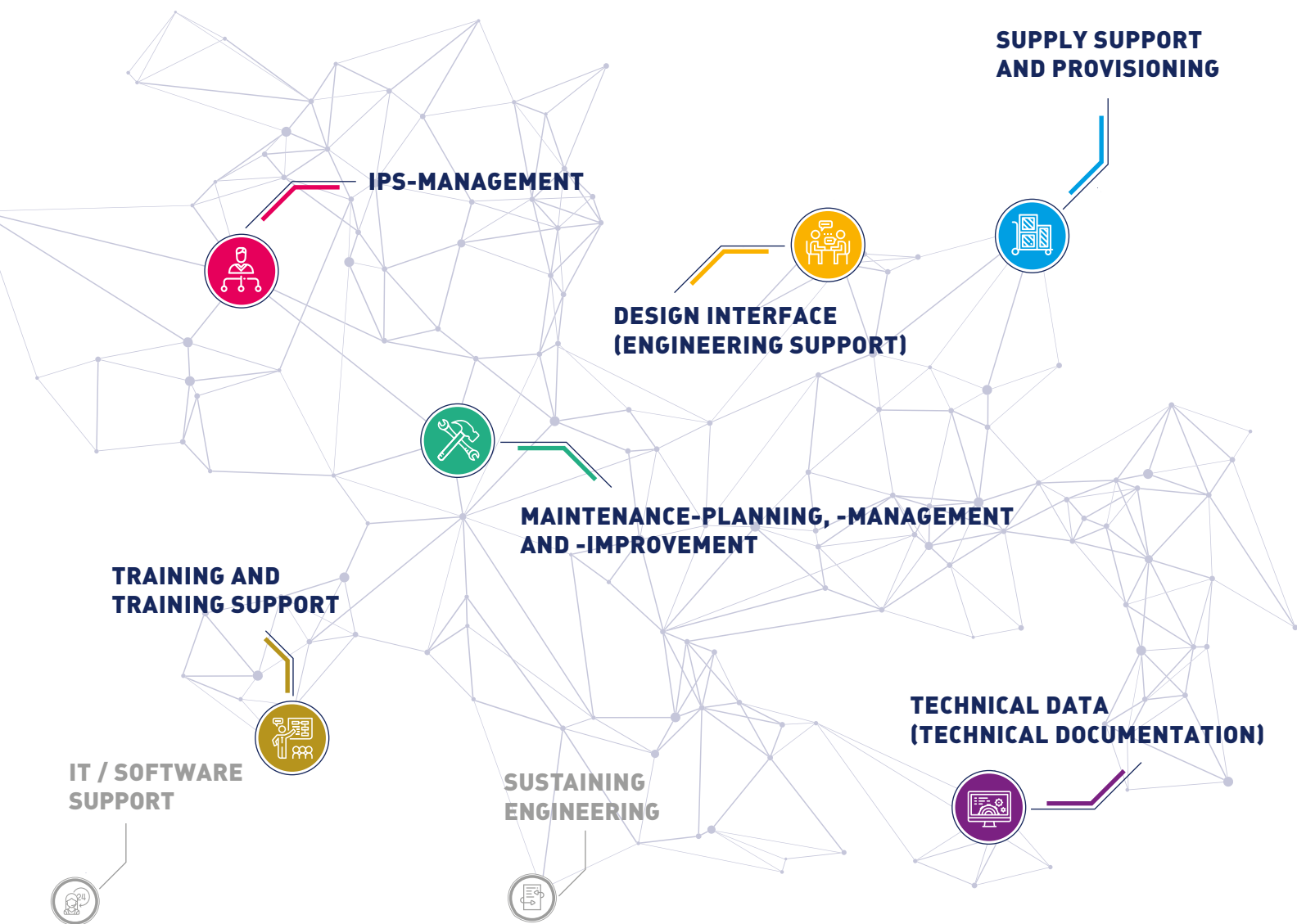
Customer & Product Support  
Technical Services  
Technical Publication-Services

**HICO SLM-gate™**  
for end users

Service Parts Management  
Maintenance Support  
Customer & Operations Feedback

# PROCESS LANDSCAPE

## INTEGRATED PRODUCT SUPPORT (IPS) - DISCIPLINES



## HICO COMPETENCES

### SYSTEM INTEGRATION

ERP, PLM, MRO  
MCAD- & ECAD  
E-LEARNING/LMS

### SPECIALIZED APPLICATIONS

MOBILE SOLUTIONS  
3D APPLICATIONS FOR IPS  
AUGMENTED REALITY  
(HOLO LENS)

# HICO PERFORMANCE PORTFOLIO

THE PERFORMANCE PORTFOLIO FROM HICO IS FOLLOWING ON THE RECOMMENDATIONS AND REGULATIONS OF INTERNATIONALLY ACCEPTED STANDARDIZATION BOARDS.

HICO offers solutions and a broad range of services for the defined IPS-disciplines and therefore positions itself as a **System Integrator** to allow the **implementation of holistic customer solutions**. This includes the provisioning of an open technical interface as well as integration services.

Based on field-proven standard products from HICO and complementary products from technology partners' solutions can be tailored and optimized for the customer.

## DESIGN INTERFACE (ENGINEERING SUPPORT)

It is important to integrate the engineering department in an overall IPS-process and to provide Engineering-Supporting services and tools for Safety Analyses (Proof of Safety and Reliability) and other analyses of the supportability and maintainability of systems.

## MAINTENANCE-PLANNING, -MANAGEMENT AND -IMPROVEMENT

Maintenance planning and management involves developing, implementing and managing the maintenance requirements and concept as well as detailed procedures for a system. It includes identifying all the resources and funding needed to develop and implement the maintenance plan.

## IPS-MANAGEMENT

IPS-Management is the development and implementation of product support strategies to ensure supportability is considered throughout the system lifecycle, from design through disposal.

**Providing engineering-support to improve maintenance and material supply.**

## SUPPLY SUPPORT AND PROVISIONING

Material- and Spare Parts Management for supply support, procurement and provisioning of material should be an integrated component of the Supply Chain Management (SCM).

## TECHNICAL DATA (TECHNICAL DOCUMENTATION)

Solutions and services for creation, management and review of Interactive Electronic Technical Documentation (IETD). Support is also provided for Multi-channel publishing for different IETP-applications, PDF-books, etc.

## TRAINING AND TRAINING SUPPORT

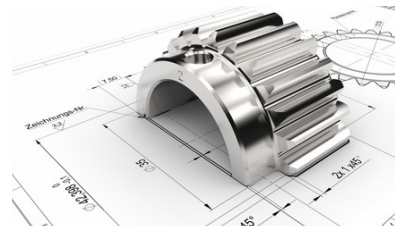
HICO-solutions offers a modular approach to develop online learning material following the recommendations of the SCORM-standard from the "Advanced Distributed Learning (ADL) Initiative". Based on standardized interfaces the provision of training content to defined Learning-Management-Systems (LMS) is possible.

**Integration of engineering data for a high degree of data-reuse in documentation.**

## DECLARATION OF STANDARD CONFORMITY

The solutions from HICO have been developed following the specifications of **AIA/ASD Suite of ILS-Specifications** (e.g. S1000D, S3000L, S4000P) and **ATA e-Business program** (e.g. ATA iSpec2200, Spec 2000). HICO is working actively on the further development of specifications in the area of Integrated Product Support (IPS), in the military world also known as Integrated Logistics Support (ILS) and is represented in different standardization committees.

**The strong commitment to standard products and solutions on the basis of international recognized standards and therefore to sustainability is, and will continue to be core component of the corporate philosophy from HICO.**

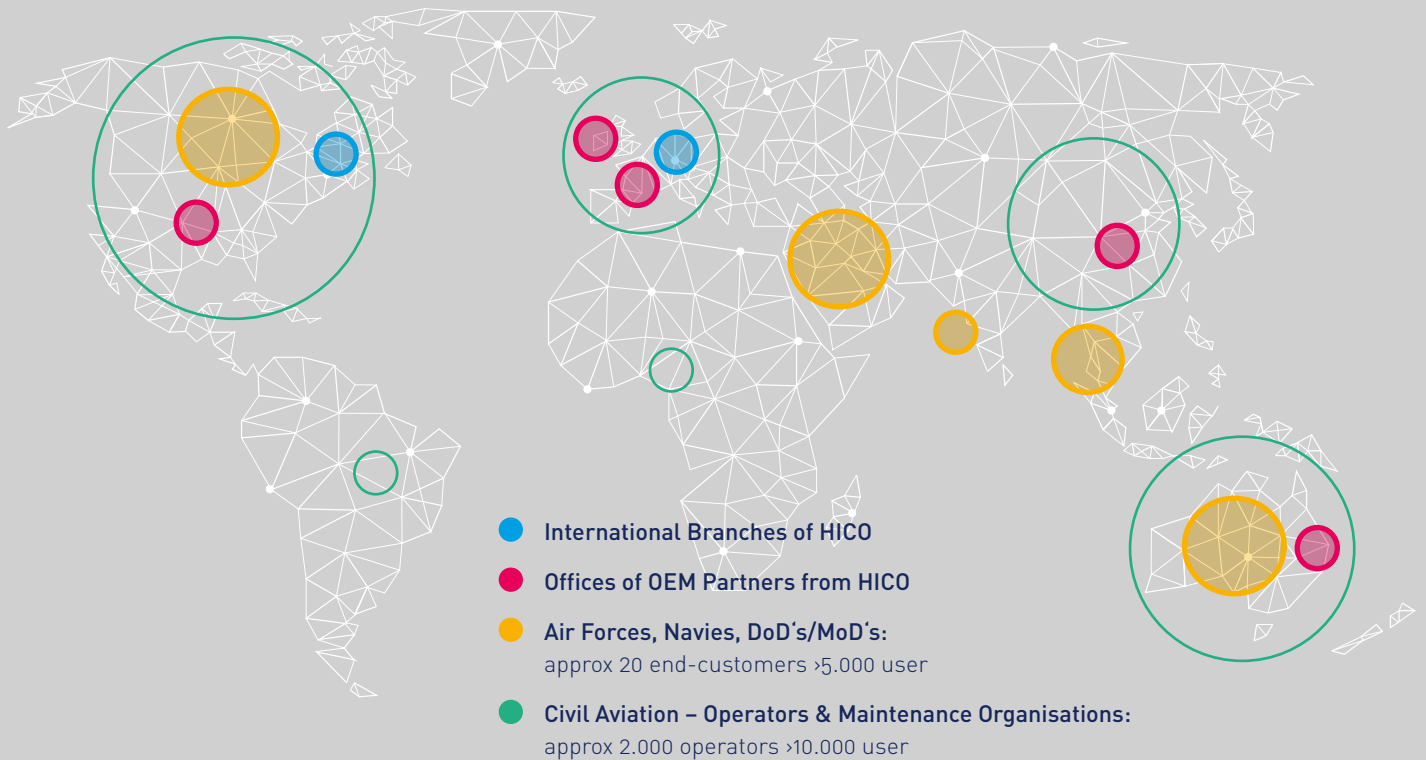


The "Training Academy Pannonia (TAP)" established by HICO is one of the most important training centers in the world of Integrated Product Support (IPS), also known as Integrated Logistics Support (ILS), technical communication and information logistics. Training in Product, Process and Technology know-how is supervised by highly qualified and experienced coaches in workshops or individual and classroom settings.



## GLOBAL FOOTPRINT

HICO's customers are leading international companies (OEM's, Tier I & Tier II suppliers, Operators & MRO companies as well as IPS-service providers) in the aviation, shipbuilding and naval sectors as well as in defence and security. **These end-customers operate HICO's excellent software solutions in Integrated Product Support (IPS) worldwide.**



## IPS IS OUR DNA

DELIVERING INFORMATION LOGISTICS

**TRUST IN OUR LONGTIME EXPERIENCE FOR THE IMPLEMENTATION OF SUSTAINABLE SOLUTIONS OF INTEGRATED PRODUCT SUPPORT (IPS) AS YOUR RELIABLE PARTNER AND ADVISOR.**

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AUSTRIAN LEADING COMPANY

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