Raytheon Technologies and XPP: Long-term success built on trust

rtx.com
Industry: Aerospace and Defense
Headquarters: Waltham, Massachusetts, US
Size: 195,000 employees
Revenue: In excess of $60 Billion

Solution element

XPP (XML Professional Publisher)

Key facts and figures

- Raytheon's Publishing group has utilized XPP for over 30 years

- The Patriot system contains 30,000+ pages of complex instructions and images

- The US Army requires 52+ weeks of advanced technical training to service and maintain Patriot components

Customer corp overview

Raytheon Technologies Corporation is an aerospace and defense company that provides advanced systems and services for commercial, military and government customers worldwide. It comprises four industry-leading businesses – Collins Aerospace Systems, Pratt & Whitney, Raytheon Intelligence & Space and Raytheon Missiles & Defense. Its 195,000 employees enable the company to operate at the edge of known science as they imagine and deliver solutions that push the boundaries in quantum physics, electric propulsion, directed energy, hypersonics, avionics and cybersecurity. The company, formed through the combination of Raytheon Company and the United Technologies Corporation aerospace businesses, is headquartered in Waltham, Massachusetts.

Organizational/departmental background

RWS's publishing system has been used by Raytheon's Publications group for over 30 years and plays a critical role in meeting their contract deliverables for technical documentation. Raytheon needed to move their XPP solution to a new operating platform to comply with company security policies and partnered with RWS to upgrade their platform.

Today, the Raytheon team supports the Patriot missile system technical publishing requirements across 13 foreign military customers. The Patriot weapon system is a mobile Army surface-to-air missile system designed to counter tactical ballistic missiles, cruise missiles and other threats such as airplanes, helicopters and unmanned aerial vehicles. The Patriot system was first deployed in the early 1980s. Since that time, it has received a number of substantial updates to keep pace with growing threats. The technical library for a single Patriot system contains more than 30,000 pages of complex instructions and images to assist the soldier in the proper operation and maintenance of the system. As an example of the complexity of the system, the US Army requires more than 52 weeks of advanced technical training in order to maintain the Patriot components.

Raytheon Technologies and XPP: Long-term success built on trust

Challenge

- Needed to move to a new operating platform to comply with company security policies

Results

- Critical updates for maintenance and repair instructions delivered 2-3 times per year for 13 countries

- 20,000-40,000 pages typically changed with each update (5-10% of total unique page count)

- Considering moving to new direct PDF capabilities, expected to generate a 300% throughput productivity gain

Solution deployment highlights

As Raytheon's business has grown and changed from the mid-1980 to today, so too has XPP evolved to keep pace with Raytheon's publishing requirements. Currently, with the most recent upgrade, the publishing team is running XPP Version 9.4 on Linux with eight core processors. The Raytheon team is also considering moving processes into the new direct to PDF capabilities as it is expected to provide a 300% throughput productivity gain.

Solution benefits achieved

RWS and the XPP product have proven themselves to Raytheon over time. More importantly, Raytheon considers RWS a partner willing to work toward a common solution. Given the long-term relationship of 30+ years, RWS team members from product support to development to sales are familiar with Raytheon's company requirements and have always provided any needed support.

XPP allows Raytheon to deliver critical updates 2-3 times a year to the maintenance and repair instructions for the Patriot missile system across 13 different countries. This is a significant and time-critical task that depends on the amount of content updates (typically 5-10% of the total 30,000+ unique pages per country), resulting in 20,000-40,000 updated pages.

With the recent upgrade, the Raytheon team is prepared for the next evolution of their processes with the confidence that XPP is ready to meet the next set of challenges.

Discover more of our customer stories:
rws.com/customers/

Contact us:
askans1000dexpert@rws.com