

NDSS Support Services

September 2012

NSPA is the designated System Support Center (SSC) for the NATO Depot & Support System (NDSS). NDSS is an integrated logistics support tool designed, developed and supported by NSPA. It is used by more than 60 organizations throughout NATO at static HQs as well as in support of In-Theatre Operations and NATO Missions & Exercises.

NSPA provides the following Services:

- Analysis & Design of Logistics Support Concepts
- Development and implementation of automated solutions (application software and platform)
- Testing & Validation against user requirements
- Customer Support (Service Desk, remote and on-site support, end-user training)

NSPA added-value in providing Logistics IT Services is:

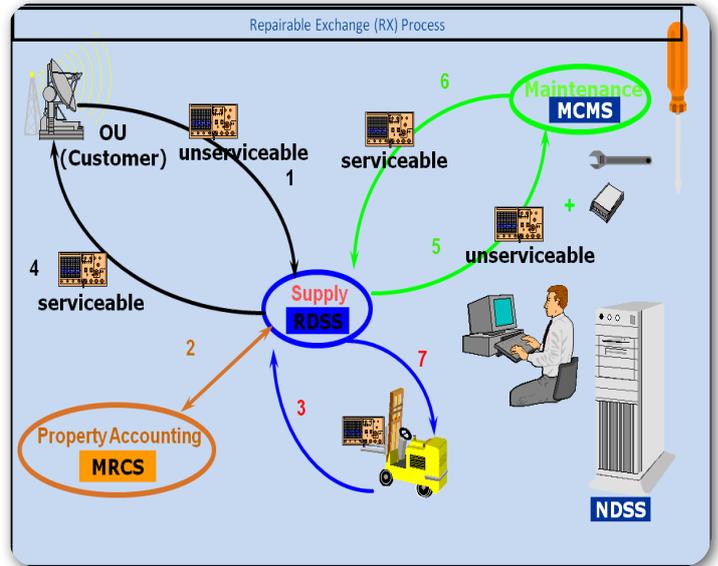
- Highly qualified workforce recruited through international competition
- State of the art technical tools and resources
- ITIL (Information Technology Infrastructure Library) based processes
- ISO 9001 Certification

NDSS highlights

Functional Coverage

- Master Data & Parameter Maintenance
 - Unique Item Identifier (UID) based on ISO/IEC 15434
 - Barcode Support
- Supply
 - Customer Requisition processing
 - Receipt & Dispatch management
 - Warehouse management
 - Inventory reporting (IPSAS 12)
 - Stock management
 - Procurement and contracting
 - Bench Stock management
 - Auditable trace of all movements
- Maintenance
 - Workshop management
 - Parts and effort tracking
 - Status recording and monitoring
 - Supports maintenance cost analysis & failure analysis
 - Full integration with Supply functions
- Property Accounting & Asset Management
 - Manage authorized, allocated and on-hand quantities of accountable materiel
 - Balance lists for annual inventory
 - Compliant with AD 60-80

- Tracking assets
- Visibility of operational assets to commanders
- Auditable trace of all movements
- Full integration with Supply functions
- Motor Transport Management
 - Record vehicles, along with their running costs and characteristics
 - Calculate REL (Repair Expenditure Limit) as an aid to determining if repair is economical
 - Exchange information between SHAPE J4 and fleet managers in HQ Units
 - Fully integrated with Property Accounting
- Global Management Tools
 - Two-Level – Multi-Site support: Centralized management / visibility and distributed execution
 - Global visibility & stock management feature
 - Supporting centrally & locally managed systems



Interfaces

NDSS interfaces with other major NATO ERP systems and logistics management tools:

- SAP @ NSPA: Centralized procurement functions are executed via an automated interface between the Central NDSS (CNDSS) and SAP at NSPA
- NATO Financial Systems: Local procurement functions are carried out via an automated interface between NDSS and the respective financial system CNAFS and FinS
- NCTC: Consignment tracking via the RFID supported NATO Consignment Tacking Capability (NCTC)

NDSS Implementation Options

NDSS is highly scalable and is implemented on a large variety of platforms:

- LAN: Implementations from single workstation or laptop to (theoretically) unlimited number of LAN/WAN users with full functional coverage
- PAN: As a Functional Service on NATO Public Access Network (PAN - NU) with full functional coverage
- Web Portal: Selected functions available through CUSTREQ, the NDSS Web Portal
 - Submit customer requisitions
 - Select items from pictured catalogue
 - Approval hierarchy (optional)
 - Initiate Repair-Exchange process
 - View requisition status
 - View Property Accounting records
 - Connected to parent NDSS (via WAN)

Customer Support

NDSS Service Desk

- Hot line support
- Integrated Ticketing System
- Remote Support
- On-site Support

End-User Training

- e-learning courses & Instructor Led Classroom Courses
- Tailored Classroom Courses & On-site On-the-Job Training

NDSS INFOBOARD

- Website for NDSS user information

