

## ***Diversified Industries C&IS Press Release (Feb. 12, 2018)***

### **System Maintenance Automated Repair and Test (SMART) Software**



Diversified Industries (DI) C&IS, based in Orlando, Florida, awarded service agreement from SunLine Transit Agency June 2017 to provide DI's SMART Unplanned Maintenance cloud-based application. SMART will be used for troubleshooting and generating best-practice repair procedures for SunLine Transit Agency's fuel cell electric buses. SunLine Transit Agency is a Southern California public transportation agency that is based in Thousand Palms, California.

SunLine put into service their first fuel cell bus in the year 2000. In Fiscal Year 2015/2016, SunLine served almost 4.4 million fixed route passengers over 3,884,869 miles and 255,822 hours of revenue service. For more information about SunLine Transit Agency, go to [sunline.org](http://sunline.org).

DI's service agreement contract work includes SMART software implementation: SMART cloud integration, SunLine work-control system integration of SMART, overall system interface testing, end-user training, and user acceptance testing. SMART Go-Live occurred Nov. 2017.

SMART software was initially designed and used by NASA for their unscheduled maintenance work effort at the Kennedy Space Center - Florida, providing years of success. NASA awarded DI an exclusive license agreement to commercialize market, sell and service SMART software worldwide. DI's president & CEO is one of the SMART software co-inventors.

DI re-engineered, updated and commercialized the software. SMART was implemented for use on SunLine's hydrogen battery electric-zero emission bus (ZEB). Ten (10) are currently in service with ten (10) additional ZEBs being delivery to SunLine starting early 2019.

NASA and DI recognize through experience that both commercial industries and government agencies can greatly benefit from SMART's efficient throughput, quality and safety influenced of NASA heritage. SMART provides technicians with a simple-to-use yet powerful unplanned maintenance software tool. The software can be used on most browser based computers.

SMART is cloud based software marketed and sold as a SaaS (Software as a Service) product. DI provides end-users of the SMART software with a subscription license for a period of one year; renewable each year, includes software updates and help-desk support.

**SMART software offers technicians the following benefits:**

- Ability to share and grow unscheduled maintenance best-practice troubleshooting and repair procedures to be shared across the workforce via cloud-based wireless computer network. This capability help to greatly reduce knowledge drain due to employee turnover
- Reusable common data-modules/work instructions reduce duplications of work instructions
- Eliminate/reduce procedure errors, improve safety and work quality by reducing risk of procedural writing errors
- Reduce no fault removals of various hardware by quickly accessing established best-practice troubleshooting and repair procedures loaded in SMART
- Maximize repairs productivity time, SMART has been shown to be faster than traditional industry methods
- Minimal time required to train technicians through data retention of best practice repair procedures that are available for use
- Troubleshooting logic is simple, quick to comprehend and support most all web-based portable and/or wired computers
- SMART training classes typically average ½ day
- Utilize DI's re-engineered software based on NASA Space Program safety and work quality heritage incorporated into SMART design

For more detail information about SMART software Unscheduled Maintenance capabilities, benefits and cost savings across industry sectors: Ground Transportation, Aerospace, Maritime Vessels and Electrical Power & Distribution, please contact:

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