INTEGRATED LOGISTICS SUPPORT (ILS)

WHITE PAPER

SUSTAINMENT THAT SAVES MILLIONS – A CONVERSATION WITH LINDA GEORGIOU

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Purpose

Assets are only valuable when they're available, reliable, and cost-effective. That's where Integrated Logistics Support (ILS) comes in. Too often, sustainment is treated as an afterthought, but in reality, it's the difference between capability that's always ready and capability that's always under repair.

Scope

This white paper shows how ILS and Integrated Product Support (IPS) keep complex assets running, cut costs, and extend life, all while making sure the people who use them have the right support at the right time

It reframes sustainment as a strategic imperative, not a post-implementation task. With assets growing more complex and budgets under pressure, organisations must embed ILS early to ensure availability, reliability, and cost-effectiveness across the lifecycle.

The paper explores how modern ILS integrates engineering, supply chain, and ERP data to deliver predictive, AI-enabled logistics. It highlights the role of Documented Information Support (DIS) as the backbone of sustainment, ensuring procedures are clear, training is aligned, and data is trusted.
It details the business value of ILS, including reduced breakdowns, extended asset life, and measurable readiness. It also examines common pitfalls such as fragmented data, outdated documentation, and reactive fixes that drive up cost.

Finally, the paper presents a forward-looking view of sustainment as digital, composable, and proactive. It concludes by outlining how Atlin supports clients from strategy and process capture to ERP integration and long-term capability uplift—making readiness a measurable, sustainable outcome.

Best Practise

Design for Sustainment Early

Don't bolt on logistics at the end; build it in from the start.

Use DIS as the Backbone

Documentation, training, and processes keep sustainment consistent and compliant.

Align Data & ERP

Sustainment planning only works when engineering, supply chain, and ERP data talk to each other.

Measure Readiness, Not Just Cost

The goal isn't spending less, it's keeping assets mission-ready.

Interview

1. Introduction

Interviewer: Linda, ILS isn't a new idea. Why does it matter now?

Linda Georgiou: Because assets are getting more complex and budgets are tighter than ever. Whether it's Defence platforms, transport fleets, or utilities infrastructure, sustainment is often the single biggest cost over the life of the asset. If you don't plan for it properly, you end up paying twice - once to buy it, and again to fix what wasn't thought through.

2. Why ILS is Critical Today

Interviewer: What's changed in how organisations think about sustainment?

Linda: Leaders are realising that sustainment is strategy. With global supply chain disruptions, rising costs, and increased compliance requirements, it's no longer enough to just "keep things running." Organisations need assurance that their assets are available when needed and supported with the right data, documentation, and training. ILS gives you that assurance.

3. What Makes Modern ILS Different?

Interviewer: Isn't ILS just spare parts and maintenance manuals?

Linda: That's the old view. Today, ILS is integrated with ERP systems, predictive analytics, and AI-enabled logistics. It's about linking engineering, supply chain, and operations so they all pull in the same direction. And the secret ingredient is Documented Information Support (DIS), because sustainment only works when procedures are clear, data is accurate, and training is aligned.

Interview

4. Business Benefits

Interviewer: What results can leaders expect from doing this well?

Linda: Fewer breakdowns, longer asset life, and lower sustainment costs. For example, one client reduced sustainment spend by millions simply by standardising maintenance procedures across services. Another organisation extended the life of critical assets by five years through better lifecycle planning. Done properly, ILS doesn't just save money, it builds confidence in readiness.

5. Common Pitfalls

Interviewer: What happens when sustainment isn't managed well?

Linda: You see downtime, duplication, and wasted spend. Assets sit idle because the right parts aren't on hand. Data gets fragmented across spreadsheets and systems. And staff end up improvising because documentation is outdated or missing. These issues cost millions over time, and they're preventable with disciplined ILS.

6. Future of Sustainment

Interviewer: What does the future of ILS look like?

Linda: Smarter, digital, and predictive. Imagine knowing when an engine will fail before it actually does, or having AI recommend the optimal supply chain routes for spare parts. We're moving from reactive fixes to proactive sustainment. And again, the glue is DIS - it ensures the processes, data, and training are in place so those predictive insights can actually be used.

7. How Atlin Helps

Interviewer: Where does Atlin fit into this picture?

Linda: We bring sustainment thinking into transformation from day one. That means:

- Building ILS and IPS strategies that extend asset life
- Capturing technical data and procedures through DIS
- Linking ERP, engineering, and supply chain workflows
- Designing role-based training so sustainment knowledge is transferred and retained
- Embedding governance so readiness is measurable and sustainable

We've done this in Defence, government, and industry - supporting everything from $3.4B ERP reform to Joint Data Networks and asset lifecycle programs.

8. Ready to Begin?

Interviewer: For leaders looking at sustainment, what's the first step?

Linda: Stop thinking of sustainment as an afterthought. Start treating it as strategy. The earlier you build ILS into your planning, the more you save and the more confidence you gain. And when you combine it with DIS, you get not just assets that run, but assets that are ready.

Our Team

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