

## **Boeing Celebrates First Anniversary of MyBoeingFleet.Com**

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The Boeing Company is celebrating the first anniversary of MyBoeingFleet.com, its secure business-to-business World Wide Web portal that offers users an ever-expanding suite of products and services.

Developed by Boeing Commercial Aviation Services (CAS), MyBoeingFleet.com provides customers direct and personalized access to information essential to the maintenance and operation of Boeing- and Douglas-designed commercial airplanes. This site is available to airplane owners and operators as well as maintenance, repair and overhaul shops.

MyBoeingFleet.com experienced tremendous growth during its first year of operation, logging more than 1.4 million hits in April 2001 alone. At more than 1,450 logins a day, the cumulative hits represent a 565 percent increase during the past eight months.

Approximately 500 customers, holding a total of 15,000 individual accounts, access the site 24 hours a day, seven days a week. An additional 13,000 individuals link to the Boeing PART Page where customers can order and track spare parts shipments online, saving time and increasing productivity. This system processes approximately 20,000 transactions each day.

"We are very proud of our accomplishments over the past year," said Barb Claitman, director of CAS e-Business. "I think it's safe to say that MyBoeingFleet.com is the most widely accessed Web site available to owners, operators and maintenance facilities. It leads the industry for offering e-enabled solutions to our customers. Our goal continues to be to make it easier for our customers to do business with Boeing as they operate and maintain their fleets."

The Web site has grown tremendously in numbers of users and amount of available data. On its first anniversary, MyBoeingFleet.com consisted of more than 2 terabytes of data, the equivalent of over 4 million books of 350 pages each. A single terabyte equals 1,000 gigabytes. Data is available for all models of Boeing aircraft, from the DC-8 and 707 up through the 777.

As increasingly more customers look to MyBoeingFleet.com as the central clearinghouse for their service and information requirements, the site has expanded its offerings to fulfill these needs. Frequently accessed Web pages include:

- Engineering drawings
- Maintenance documents
- Fleet reliability statistics
- Product standards
- FLEET TEAM Digest and Resolution Process, which tracks and prioritizes the resolution of in-service issues

MyBoeingFleet.com leads the industry in providing such extensive access to digitized data, succeeding the engineering drawings Boeing first made available online in 1995 via a client/server-based system. This previous system required specialized computing hardware and network connection.

MyBoeingFleet.com relies on personalization technology, allowing users to customize the portal's content. Little more than a desktop device and a browser is needed to log onto the site; minimal user training also is required. Password-protected and secure, an operator's appropriate authority and access privileges determine the level of entry into the site. Links to events and announcements, news and relevant Boeing Web sites -- including ServiceFacts, Aero magazine and Forum newsletter -- also are available. Additional resources, including links to Frequently Asked Questions and Getting Started, guide the user through the site.

Ultimately, it is planned that MyBoeingFleet.com will be the single point of contact for owners, operators and maintenance facilities. Boeing intends to continue expanding MyBoeingFleet.com, adding more features and services during the coming months as the company looks ahead, strategizing and evolving the site. For a Web site guest tour, [click here](#).

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