Infor Equipment for MRO Aviation Providers

Infor Equipment for MRO Aviation Providers will help you with core repair and overhaul processes, as well as engineering management, exchange programs, maintenance programs, modifications, upgrades, reliability, and warranty follow up.

Expand services, increase efficiency

Maintenance, repair, and overhaul (MRO) in the aviation industry has always been a complex, competitive business. But the business pressures on aviation MRO service providers have gotten even more intense lately. Each year you find yourself in competition with a growing number of new independent service providers. Many are located in emerging economies and have an inherent cost advantage. Many others are large enterprises who can offer volume discounts and provide specialized services. Your customers are adding to the pressure, too. They increasingly are looking for an MRO partner who can do it all, meaning you have to continually look to broaden your service offering either through partnerships or expanded in-house capabilities.

To recap, you have more competitors. You're expected to provide more services. You have to meet relentless downward pressure on prices. And you have to meet the same high standards of airworthiness and optimal flight availability.

Obviously, this is no time to maintain business as usual. Instead, it's time to streamline your processes to reduce time and cost. It's time to optimize utilization of materials, tools, and personnel so you can forecast, plan, and procure more effectively and deliver value to your customers. It's time to take a close look at Infor Equipment for MRO Aviation Providers.

Infor Equipment for MRO Aviation Providers is a complete, integrated business-oriented solution designed exclusively for MRO service providers. Infor Equipment for MRO Aviation Providers will help you with core repair and overhaul processes, as well as engineering management, exchange programs, maintenance programs, modifications, upgrades, reliability, and warranty follow up. With Infor Equipment for MRO Aviation Providers, you'll be able to run your operations more efficiently, consistently maintain high service levels, and improve your top line growth.

Meet MRO challenges

You can't meet the unique needs of the MRO industry with generic software that treats all industries equally. At Infor, we understand that the MRO industry isn't like any other industry. So, we've created software that's tailored to the specific needs of this industry. We believe that one size fits one.

Infor Equipment for MRO Aviation Providers includes all the capabilities to manage the MRO lifecycle built-in—not bolted on. So what does that mean for you? Faster deployments and fewer modifications. You get up and running more quickly, with fewer disruptions to your business.

Upgrades are faster, too. So you can quickly adapt your business processes to the rapid changes of the MRO industry.

Work with experts

For more than 25 years, we've been helping MRO aviation companies out-perform their competitors and deliver high service levels. When you choose Infor, our industry experts will work closely with you to fully understand the unique requirements you face today and help you anticipate what you'll need in the future. With the same sense of urgency, we'll help you identify and implement a solution tailored to your needs. And when the implementation phase is done, everyone in your business, from top executives to employees in sales and operations gets quick access to the data they need to make good decisions and perform tasks with speed and precision.

You need the right technology partner and the right software to be successful. You can get both with Infor Equipment for MRO Aviation Providers.

Infor Equipment for MRO Aviation Providers helps you:

- Manage the MRO service value chain with a single, integrated solution.
- Get work done faster and improve on-time delivery.
- Better forecast, plan, and procure.
- Improve equipment availability, utilization, and reliability.
- Use lean techniques to improve supply chain collaboration.
- Drive down rework.
- Improve post-check reliability.
- Deliver consistent levels of service to increase customer satisfaction and loyalty.

Minimize downtime, maximize service

Infor Equipment for MRO Aviation Providers is specialized for the MRO industry, which means it offers the broadest, deepest solution for the aircraft maintenance, repair, and overhaul industry. Our integrated suite is capable of managing the complete work flow in an MRO company, from customer agreement and order, to dispatch and billing. It addresses your most critical business processes, including:

Marketing and sales—know your customers' needs

Quickly grasp your customers' complex requirements, both predictable and unpredictable. Respond with the right marketing strategy, sales strategy, and quote. Create online quotations based on default service requirements and allow direct cost vs. benefit analysis.

Create customer-specific maintenance programs, using comprehensive customer relationship management functionality for sales campaigns, customer details, contract details, opportunity management, and reporting. Improve sales efficiency and success by using standardized agreements for maintenance contracts, customer order and quotation, order monitoring, invoicing, delivery, and payment.

Identify related services such as modifications and upgrades that can be recommended to the customer. Get support for multiple pricing methods—including time and material, fixed price, and power by the hour—in a single contract.

Maintenance services—know your capabilities

Create, document, and manage standard maintenance tasks so everyone in your organization understands your maintenance capabilities. Define which components can be installed on which aircraft or major component and where. Define different methods of working per base or workshop, reuse standard tasks, and define the way individual tasks are grouped. Define your company's complete maintenance capability list in terms of:

- Maintenance need of the aircraft or component
- Resource requirements, including material, labor, skills, and tooling
- Service frequency

Deliver value-added services by improving the speed and flexibility of your response to service bulletins and aircraft directives. View the modification process as a closed loop of events, including registering the source document, defining the modified task, listing the affected aircraft and components, planning and scheduling the task, reporting on the project status, and following up on the cost and profitability.

> **"The Infor system helps us forecast, plan, and procure more efficiently and perform higher-quality maintenance operations."**
>
> **—Andy Finch, General Manager, ATC Lasham**

Manage configuration—know the interchangeability of parts

Manage interchangeability and configuration-dependent constraints using built-in features that define interchangeability independent of material or part numbers. Keep historical configuration records for the lifetime of the aircraft or component to easily answer questions about actual configurations used and component installation history. Use configuration rules to determine the valid as-built component structure for an aircraft.

Planning—know your schedule

Plan each project so you deliver on time in a cost-efficient manner. Dynamically select services based on fault-tree analysis. Create a master schedule using service requirement planning capabilities to forecast maintenance activities and identify the required material, labor, skills, tools, and equipment for specific projects.

Use material requirement planning (MRP) functionality to support the forecasted and planned work defined in the master schedule. Manage your material plan by individual warehouse, using various replenishment methods, including in-house, manufacturing, purchasing, distribution from other stores, and maintenance. Use MRP capabilities to create manufacturing, distribution, purchase order, or maintenance orders to address the replenishment method chosen and lead time required. Dynamically initiate replenishment based on several factors, including on-hand balance, ordered within lead time, reserved within lead time, safety stock, and daily usage. Differentiate planning for large-volume, few-issue, and small-volume projects.

Easily update the master schedule whenever there is a change in requirements, materials, or operational capabilities to keep your forecasting and performance on track.

Shorten procurement lead times, improve quality, and reduce costs using specialized capabilities in Infor Equipment for MRO Aviation Providers.

Procurement—get what you need from others

Shorten procurement lead times, improve quality, and reduce costs using the specialized capabilities in Infor Equipment for MRO Aviation Providers. Manage the procurement process as an end-to-end, value-added workflow that includes purchase order processing, goods receiving and inspection, supplier invoice reporting, and payment. Integrate your procurement process with your suppliers' systems to make the process more efficient.

Warehouse management—speed the flow of goods

Speed up the flow of goods in warehouses and distribution centers—from receipt to shipping—to reduce costs and improve customer service. Configure workflows to achieve greater precision in your warehouses and distribution centers. Improve efficiency using several specific warehouse management capabilities, including:

- Task manager assist to achieve more efficient utilization of warehouse personnel
- Container management
- Sampling tests
- Intelligent location selection
- Cross-dock routing

Warranty management—fully utilize warranties

Manage different types of warranties, including manufacturer warranties for parts, for entire component structures, and for repair and services to fully utilize warranties. Express maintenance warranties in calendar time and other metrics. Automatically send a notice if a maintenance order is issued for material still under warranty.

Multiple unit coordination—manage an extended enterprise

Use multiple unit coordination functionality to configure an environment where different subsidiaries and facilities operate simultaneously. Use the common data and functions at multiple facilities to automatically create transactions across facilities, allowing for critical differences such as currencies, calendars, and charts of accounts. Use a master schedule to move jobs between facilities. Get full support at the enterprise level for all MRO functional requirements, including your maintenance program, material supply, and maintenance planning.

Performance management—analyze your operations

Extract and consolidate data generated by dispersed systems so you centrally manage all the data in your organization and make it available in the appropriate format. Speed up the design and delivery of key measurements to the people who need them, using pre-built information models for opportunity analysis, business intelligence, and other analytical functions. Trace all work done in the workshop, both online and in real time, so you can invoice more quickly and accurately.

Invoicing—send accurate bills

Choose from several invoicing options, including advance invoicing, periodic invoicing, invoicing based on usage, and standard invoicing. Create invoices based on a comprehensive display of all cost, selling price, and other transaction information. Monitor payment activity quickly and easily.

Reliability control—track your quality

Track aircraft and component reliability by monitoring mean time between failure and removal, lists of top issues, and other metrics to decrease operating costs, satisfy regulatory reporting requirements, and improve overall reliability. Infor Equipment for MRO Aviation Providers will help you identify the 20% of aircraft components that typically cause 80% of the maintenance problems.

Reporting—know what you've done

Ensure maximum availability for your own aircraft or your customers' aircraft, using capabilities for operational usage reporting, defect or discrepancy management, and interfaces for automatic data collection. Record updated operational values of the aircraft you work on as well as the status of each component in a configuration. Use an unlimited number of meters to measure a component's operation. Use a standard interface to specific aircraft monitoring software to ensure the efficiency with which data is collected and the accuracy of the data.

Document management—keep accurate records

Record all manuals, drawings, condition measurement tables, and more for each product version and service so mechanics can locate the correct edition of manuals, and engineers can maintain traceability between work performed and the documentation used.

> **"We needed an integrated, yet flexible business system to support our growing aircraft maintenance business."**
>
> **—Mike Udala, Director of Maintenance, Kelowna Flightcraft**

Financial management—improve your controls

Meet statutory and business requirements for financial management using capabilities for general ledger, budgeting, cash flow management, cost accounting, fixed assets, accounts receivable, and accounts payable. Take advantage of multidimensional accounting strings that can be applied throughout your system to accurately control and analyze financial transactions. Use special capabilities for managing depreciation, valuation, and scrapping.

Budgeting—forecast more accurately

Create sales and cost budgets based on planned operational usage and/or defined forecasted customer orders from the sales department. Create the sales budget, using customer agreements connected to forecasted orders. Create the cost budget, forecasted material requirements, and subcontract operations based on all planned hours for each work center with each cost element summarized separately. Vary pricing methods based on whether materials are new, exchanged, used, or customer-owned.

Our technology—a new way of working

What would it mean if you could not only improve the efficiency of your business processes, but reinvent them? If the time you waste searching for information could be channeled into acting on it? If all your employees could be productive from anywhere?

Infor Equipment for MRO Aviation Providers is built on ground-breaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything you thought you knew about business software.

Organized. Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

Mobile. Infor mobile applications put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere. Everyone in your organization can view up-to-date information on orders, inventory, work in process, and deliveries. With Infor mobile applications, out of the office doesn't mean out of touch.

Confident. Alerts and pre-defined workflows automatically deliver critical, role-based information to you, when you need it. Act faster with early notification of parts and workflow issues so you can be more proactive with your customers and suppliers.

Connected. Infor's ION technology simplifies connectivity between your existing applications, both Infor and non-Infor. You get seamless integration and a unified user experience across all your systems.

Reliable. Infor Equipment for MRO Aviation Providers gives you a single, reliable source for all your reports—even when information is drawn from multiple systems across your business. Out of the box, you'll benefit from powerful role-based reports and industry-specific business intelligence derived from our more than 25 years in the aviation MRO industry.

Social. With our social collaboration capabilities, you can transform the way your company works. Imagine being able to work together on the same project or document in real-time. Field service engineers can gain knowledge from their co-workers on solving a customer problem. Finance managers can work on the same budget application simultaneously, without emailing different versions to each other. Sales staff can work together on a new quotation.

Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, act faster, be more productive, and get better results.

Ensure maximum availability for your own aircraft or your customers' aircraft, using capabilities for operational usage reporting, defect or discrepancy management, and interfaces for automatic data collection.

Implementation and support—partnering with you

Save time and money on your implementations using scalable, flexible methodologies that accommodate numerous project scenarios. The Infor implementation methodology streamlines the steps required for a customized system implementation and provides the key functionality you need to get up and running quickly. It includes a pre-configured database with pre-defined parameter settings and template master data such as equipment, services, supplier, and customers. It helps save both time and money, and takes the guesswork out of deploying an enterprise management system.

Pick the deployment option—cloud, on-premises, or a hybrid approach—that makes the most sense for your business today, and maintain flexibility wherever your company winds up in the future. Whichever deployment option you chose, you'll have the same industry-specific functionality.

Take advantage of specialized enterprise performance management and compliance capabilities for handling local requirements for taxes, financial management, statutory and regulatory reporting, and local compliance management.

Use Infor Xtreme Support to choose the support option that best fits your organization's preferences and evolving needs. You'll be able to align your cost structure and existing in-house expertise with Infor capabilities to implement a support strategy that maintains your software efficiently and affordably.

Achieve critical performance measurements

The aircraft you maintain, repair, and overhaul are among the most complex machines ever imagined, designed, manufactured, and put to work. It's not surprising then that your business as an MRO service provider is a complex undertaking. But despite the complexity of the core product and your related service business, your success is determined by your ability to achieve a few critical performance measurements:

- Streamline business processes so they're as efficient as possible.
- Optimize how you use materials, tools, and people.
- Adapt swiftly and effectively to changes in the competition, the supply chain, and your customers' requirements.
- Consistently maintain high service levels by delivering on time and with high quality every time.

To meet these metrics, you'll be best served if you run your business using an integrated business software solution that's been tailored to the unique requirements of MRO service providers. With Infor Equipment for MRO Aviation Providers, you get that and more. You'll get the industry-specific software functionality you need. You'll get access to a team of software experts with years of experience helping MRO service providers consistently improve their performance and adapt to change.

Your customers are counting on you to perform. You can count on Infor Equipment for MRO Aviation Providers to help you meet and exceed their expectations.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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