AMOS PRESS RELEASE

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CITYJET IS THE FIRST CUSTOMER TO IMPLEMENT THE INTEGRATED AMOS SHIFTPLANNING MODULE

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THE VOICE OF A SATISFIED CUSTOMER

Daragh Cunningham, Technical Warranty & Project Specialist at CityJet and in charge of the selection of a new staff planning system for CityJet's Line Maintenance, shares his experience with the project:

"In early 2007, with a fleet of approximately 25 aircraft, three main bases, a number of night stop outstations and about 80 engineers, CityJet struggled to manage its internal Line Maintenance rosters. Although we had a very elaborate and well-designed Excel spreadsheet that took into account our stations, Engineers, qualifications, annual leave etc., it required a lot of manual updating to keep current and turned out to be very fragile. Quite often data was lost and rollbacks were required. As our company was expanding this became almost unmanageable."

"At first, CityJet considered to purchase a dedicated off-the-shelf rostering product and had one in mind that had most of the functionality we needed. At the same time, however, CityJet was highly concerned about using a separate software system. The integration of the data into AMOS seemed vital, as much of this data is already available in the system such as staff details, qualifications, stations etc." continues Daragh.

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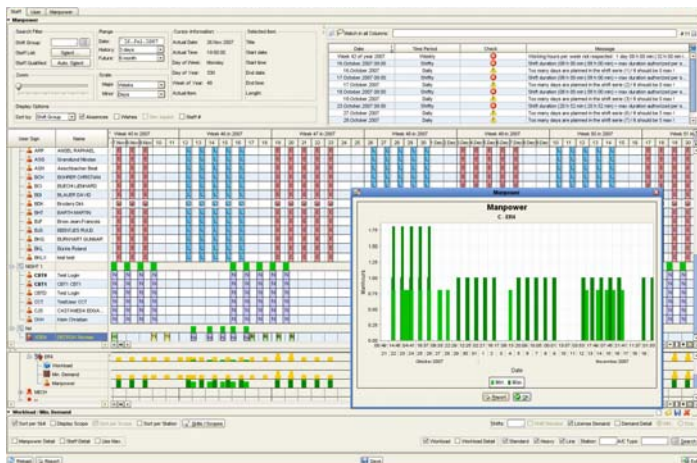**AMOS SHIFTPLANNING MODULE WAS THE ANSWER**

An AMOS customer since 2005, CityJet has been making use of many of the extensive functionalities the system offers.

When CityJet became aware that the Swiss AviationSoftware development team planned to integrate a full-fledged shift planning module in AMOS, CityJet was the first customer showing interest in this module. "When we contacted Swiss-AS regarding this new module we were invited for an initial meeting with the responsible software engineers in March 2007. The meeting was structured with a demonstration of the current position of the AMOS shift planning module, followed by discussions about CityJet's specific requirements", Daragh recalls.

SIMILAR REQUIREMENTS TO OTHER AIRLINES

The requirements of CityJet proved to be very similar to those of other airlines, including the need to define staff qualifications, shifts and shift patterns, bases, attendance and absence types. The main task of the shift planning system is to manage shifts in order to optimise qualified staff across various bases while taking into consideration staff qualification expiry, minimum demand for different shifts and different labour regulations. The outcome of combining all these complex criteria is effective planning data, enabling the customer to make informed technical planning decisions.

THE BEGINNING OF A FRUITFUL RELATIONSHIP

The first meeting between CityJet and Swiss-AS marked the start of a very close and fruitful co-operation between the two companies. CityJet was impressed with the quality and deepness of the newly developed shift planning module. In a series of combined workshops the early version of the module was further refined and perfected. The initial focus on the heavy maintenance tasks was supplemented by additional functionalities and features to handle the customer's line maintenance operation. "As a customer, we were delighted with the professionalism shown and the perceptive and insightful manner in which the Swiss-AS development team understood our requirements and invariably came up with excellent solutions.", praised CityJet.

The project advanced rapidly and CityJet decided to go live with the module in January 2008, only 9 months after the initial discussion.

POSITIVE EXPERIENCES SINCE THE IMPLEMENTATION

CityJet states that prior to Go-live of the Shift Planning module a lot of time was devoted to data clean up and preparatory tasks to make sure the employee's information was correct and in the required format which was then checked by the Swiss-AS experts. The result was a smooth Go-Live with a module that was very well received by the users. "Because the shift planning module is part of the AMOS suite and the interface was familiar to our users, there was minimal training required. The added benefits of this integrated AMOS module were the minimization of duplicate data entry, such as personnel qualification/certification, and the maximization of the use of integrated data, such as the detailed visibility of available manpower and skills in relation to planned workpackages.", observes Daragh Cunningham and continues:

"CityJet has been running live with the AMOS Shift Planning module now for over seven months and it has been a huge success in the company. The module continues to further develop and improve at an amazing rate and is most definitely "fit for purpose" as an airline's maintenance roster management tool. Along with the other excellent AMOS modules, it helps the CityJet Technical Department operate more efficiently and productively and allows us to follow the best business practice available today."

A TRUE WIN-WIN SITUATION

Both parties feel that the already excellent business connection of CityJet and Swiss-AS has been reinforced by working concertedly on the development of the AMOS shift planning module. "This is vital when it comes to a software product that is so intrinsic to how we do our business", says CityJet. One could call it a real symbiotic relationship or a true win-win situation, as CityJet was able to ensure the new module really suited its needs and Swiss-AS has managed to enhance the AMOS product for existing and potential new customers.

ABOUT CITYJET

The Irish airline CityJet began operations between London City Airport and Dublin in January 1994 under a franchise licence with the British airline Virgin Atlantic Airways Ltd. Today the airline which is based at Dublin Airport is a 100% owned subsidiary of Air France and employs over 700 staff.

As the Irish partner of Air France, CityJet operates a fleet AVRO RJ85 series aircraft making CityJet a specialist in short runway regional operations. In 2007 CityJet in conjunction with Air France, launched the CityJet for Air France network out of London City Airport The current fleet for Summer 2008 stands at 23 aircraft.

In its 14-year history CityJet has built a reputation for excellence in safety, operational reliability, maintenance and customer care.

ABOUT SWISS AVIATION SOFTWARE AND AMOS

AMOS is a fully integrated maintenance management system developed and distributed by Swiss AviationSoftware Ltd. (Swiss-AS), a 100% subsidiary of Swiss International Air Lines Ltd.

The system is the answer to the complex and cost intensive maintenance, engineering and logistics requirements of any modern airline and MRO provider.

Today, more than 70 customers from all over the world steer their maintenance activities with AMOS which makes AMOS the top-selling MRO software in Europe and one of the top solutions world-wide.