

AMOS SUCCESS STORY

SWISS-AS AND AUSTRIAN AIRLINES: STRONG COMMITMENT FOR MORE THAN 10 YEARS

ABOUT AUSTRIAN AIRLINES AND AUSTRIAN TECHNIK

Austrian Airlines is Austria's largest airline and part of the Lufthansa Group since 2009. It flies its passengers to 130 international destinations. Due to the convenient geographical location of its main hub Vienna, the Austrian flag carrier focuses on Central and Eastern Europe and has gained a market leading position throughout the region. The Austrian Airlines Group also comprises of Lauda Air and Tyrolean Airways ("Austrian arrows"). Austrian Airlines operates a mixed fleet of 82 aircraft including Airbus 321/320/319, Boeing 777/767/737, Fokker 100/70 and Bombardier Q400.

Austrian Technik, the Technical Operations organisation of Austrian Airlines, is also based in Vienna and employs 800 technicians. A round-the-clock shift system ensures that the jet-aircraft of Austrian Airlines and other customers are maintained to the highest international technical standards. The company carries out aircraft maintenance including C-Checks, component maintenance, engineering, technical modifications and maintenance training for the following aircraft types: Airbus 320 family, Airbus 330/340 family, Boeing 737CL/NG, B767, B777, Canadair Jet 100/200 and Fokker 70/100.

INITIAL SITUATION AND OBJECTIVE

In the late 90s Austrian Airlines and its associated airlines Lauda Air and Tyrolean Airways were looking for a corporate MRO software solution for the entire group since all three carriers had different MRO IT systems in place. After analysis of the available products and due to the positive experience of Lauda Air with the Swiss MRO software, the Austrian Airlines Group decided in favour of AMOS – at that time an in-house built software developed by the IT department of Crossair. Although AMOS was already commercially available and sold about 15 times in the aviation maintenance market, the contract with the Austrian flag carrier turned out to be a major milestone in the software's business development. This was the AMOS team's chance to prove the suitability of AMOS not only for small- to mid-sized airlines but for large international carriers and airline groups.

"IN A CONTINUOUS DEVELOPMENT AMOS IS IMPACTING OUR BUSINESS POSITIVELY IN TERMS OF PROCESS OPTIMISATION AND THE INCREASE OF LABOUR PRODUCTIVITY," STATES LENA BATES, PROJECTS & AMOS-ADMINISTRATION AT AUSTRIAN TECHNIK.

CHALLENGES

This project was considered very ambitious with a bunch of hurdles to overcome. The main challenges in this implementation project were

- To implement the MRO software product while the migration from "AMOS Classic" to JAVA based "AMOS^{NG}" (AMOS New Generation, 3rd generation of AMOS) was ongoing and major business functions of AMOS were under review
- To deliver a solution that fulfilled the needs of an airline group with more than 100 aircraft
- To manage data mapping and data transfer from three different sources into AMOS
- To train more than 1,000 users – especially taking into account that back then the AMOS team at Crossair consisted only of about 15 people
- To define and implement corporate processes for all three airlines – a difficult task since the AMOS implementation was the first major common project for the newly established airline group.

AMOS AND
AT A GLANCE



- AMOS now operational for more than eight years at Austrian Airlines
- AMOS is the only MRO software in place
- Milestone project for AMOS team in terms of development and customer size
- Migration from "AMOS Classic" to JAVA based "AMOS^{NG}" combined with significant development to gear AMOS up to the needs of large scale airlines
- Austrian Airlines is a member of the AMOS Strategic Board and actively supports the further development of AMOS
- 1st common project for newly established Austrian Airlines Group
- Data transfer from three different sources



AMOS SUCCESS STORY

SOLUTION, REALISATION AND BENEFIT

Within 15 months of intensive project work (starting in 2001), the AMOS team in Basel not only managed the step from AMOS classic to AMOS^{NG} but also added several key functions in accordance with the requirements of Austrian Airlines. Due to the business partners' close cooperation during the implementation, Austrian Airlines and Swiss-AS have developed a strategic partnership. The profound operative experience of Austria's flag carrier took influence on many AMOS modules and helped to gear the software up for medium- to large airlines. The outcome of this process, among others was the "weight & balance" function as well as an advanced SAP finance interface. The huge number of users were efficiently trained by means of the train-the-trainer approach. Lauda Air played a pioneering role within the group, as AMOS had been implemented there since 1993. They went live with AMOS^{NG} in December 2002. This was then followed by Austrian Airlines in January 2003 and two months later Tyrolean Airways used AMOS in production. This project was by far the most demanding the AMOS team had ever dealt with back then, and gave them the chance to review the complete system. Rewriting it in JAVA helped Swiss-AS to make AMOS the industry-leading MRO solution.



"AMOS IS A USER-FRIENDLY MRO SYSTEM, BASED ON STATE-OF-THE-ART TECHNOLOGY WHILE SUPPORTING A HUGE NUMBER OF PROCESSES OF OUR MRO BUSINESS," SAYS LENA BATES, PROJECTS & AMOS-ADMINISTRATION AT AUSTRIAN TECHNIK.

AMOS USAGE TODAY

The use of AMOS within the Austrian Airlines Group dates back to the year 1993 when Lauda Air signed for AMOS. For almost two decades now the Austrian Airlines Group is one of the most experienced and long-lasting AMOS customers in terms of cooperation and partnership. From day one, the Austrian Airlines Group has been a member of the AMOS Strategic Board (ASB) and takes its role very seriously while contributing to the further development of AMOS and preparing it for the future needs of airlines and MRO providers. The Austrian Airlines Group has stuck true to the principle that all MRO and related processes shall be handled in one system/one database only; Austrian is strictly adhering to the AMOS process structure and therefore having the benefit of consistent and unambiguous data at all times. One could say that the Austrian Airlines Group taps into the full potential of AMOS and thoroughly profits from the extensive in-depth spectrum of business functions. Swiss-AS has a proven release policy in place that offers its customers three stable updates per year including many new features in each release which are all covered by the AMOS maintenance fee. Long-term customers, such as Austrian Airlines, especially benefit from this policy as they can rely on a state-of-the-art and competitive software solution even though AMOS was implemented in the early part of the millennium.



Swiss-AS highly appreciates the active role of the flag carrier within the AMOS customer community. As a latest project, underlining again the innovative character of the partnership, both companies have closely cooperated to create an e-signature solution. In the first quarter of 2011, Austrian has operationally implemented this breaking technology at their maintenance facilities in Vienna. The AMOS community of almost 100 customers will now benefit from the new capability to electronically sign off documents in AMOS. The cooperation has been crowned with success as Austrian Technik has recently received the approval for the usage of e-signature from the FAA for Form 8130-3 and Austro Control GmbH, the official Austrian civil aviation agency, for EASA Form 1 (double release). Since the AMOS Go-Live in 2003, Austrian Airlines has become a strategically important partner and AMOS reference customer for Swiss-AS that has already helped many potential AMOS clients to better understand the benefits of AMOS in its daily use and to profit from Austrian Airline's vast experience gained from more than eight years of operational use.



AMOS SUCCESS STORY

ABOUT SWISS AVIATION SOFTWARE AND AMOS

AMOS is a fully integrated maintenance management system developed and distributed by Swiss AviationSoftware Ltd. As a 100% subsidiary of Swiss International Air Lines Ltd., Swiss-AS has become a fixture in the MRO software market and successfully sets standards in the MRO software industry. AMOS - the answer to the complex and cost intensive maintenance & engineering requirements - is now also represented in Miami, Florida, USA. Today, almost 100 customers from all over the world rely on AMOS and benefit from its continuously enlarged functionalities and technological cutting edge, which makes AMOS the industry-leading MRO software in Europe and one of the best-selling solutions world-wide. Its solid customer base ranges from pure operators of all sizes, major low-cost, regional and flag carriers to large airline groups and MRO providers.

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