

AMOS SUCCESS STORY

CHALLENGING PROJECT RESULTS IN SMOOTH GO-LIVE WITH ZERO OPERATIONAL IMPACT

ABOUT EASYJET

easyJet is now Europe's No. 1 air transport network due to its leading presence on Europe's top 100 routes and at Europe's 50 largest airports. More than 300 million Europeans live within one hour's drive of an easyJet airport, more than any other airline. By offering the lowest fares to the most convenient airports, last year easyJet carried 50 million passengers on over 550 routes between 130 airports in 30 countries.

The airline is the UK's largest and Europe's fourth largest airline by passenger numbers. easyJet takes sustainability seriously. Over the last 10 years, the airline has reduced CO2 emissions per passenger km by 25% by investing in the latest technology. Its fleet of nearly 200 state-of-the-art aircraft are under 4 years old.

INITIAL SITUATION AND OBJECTIVE

Once easyJet determined to in-source the engineering tasks from their 3rd party MRO provider, the decision was made to acquire new MRO software. This strategic decision was intended to gain additional control over essential MRO data and maintenance execution.

After screening the MRO software market, the Low Cost Carrier identified, and invited key players to take part in a 'Request For Information' process. This tender included a minimum of required MRO functionality, including technical fleet management & associated elements, and material management.

After being shortlisted, Swiss-AS was pleased to offer the possibility to send the representatives of easyJet to an AMOS reference customer who allowed them to experience the Swiss maintenance software in a live environment and to exchange ideas with actual AMOS users.

"WE DECIDED IN FAVOUR OF AMOS DUE TO ITS BEST FIT IN TERMS OF FUNCTIONALITY, PRICE AND MARKET STANDING," STATES IAN DAVIES, HEAD OF ENGINEERING AT EASYJET.

CHALLENGES

Right from the beginning of the implementation it was obvious for all involved parties that this project was a challenging one:

- Transfer of data for a large fleet (160 aircraft) from an existing ERP system to AMOS
- Establishment of MRO processes, which were not in place due to previous responsibilities being restricted to oversight of 3rd party maintenance providers
- Creation of maintenance organisation as easyJet moved away from oversight control of 3rd party maintenance providers to full planning and control of its fleet

SOLUTION, REALISATION AND BENEFIT

When the decision to opt for AMOS was taken, the project was initially scheduled for 14 months and was delivered on time and below budget. easyJet decided in favour of a "vanilla" implementation, meaning AMOS was mostly launched "as is" without the development of major customisations.

After more than 80 successful AMOS implementations in the past two decades, Swiss-AS has gained a profound knowledge of implementing and streamlining business processes.

The "industry best practice" approach helped easyJet to set up its completely new processes in the engineering department and associated departments within the maintenance organisation.

AMOS AND
AT A GLANCE

easyJet.com

- easyJet in-sourcing engineering tasks which necessitated a new MRO Software
- Project implemented after 14 months: project on time and on budget
- Zero Operational Impact at Go-Live
- Data from 160 aircraft from the legacy system into AMOS, effectively managed in cooperation with CrossConsense
- easyJet is now in the position to internally plan all maintenance activities for its A319/A320 fleet (approx. 200 aircraft)
- AMOS has been live for 1 year with no major issues



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A precondition for implementing these processes was obviously the ability to cope with easyJet's extremely fast growing fleet.

The process was successfully completed as soon as easyJet received approval from the UK and Swiss Civil Aviation Authorities of the process landscape implemented with AMOS.

In order to pursue the project timeline of 14 months, easyJet decided to involve a 3rd party service provider to support the data transfer: CrossConsense from Frankfurt, Germany, a long-term partner of Swiss-AS. In the past, Swiss-AS has several times teamed up with CrossConsense in the context of AMOS implementations, particularly with regard to data transfer. easyJet assigned all tasks related to data migration to CrossConsense who assumed responsibility for extracting and consolidating data from the MRO provider's systems.

Approximately 300 users were initially trained in classic classroom sessions, on-the-job training or via the train-the-trainer approach.

During the 1st phase, a few selected stand-alone modules were put into operation, including the Technical Library and Event Tracking. The 2nd phase was marked by the Go-Live of the remaining (meaning the majority of) functions via a Big Bang approach. A phased implementation allowed 'quick-wins' to be realised.

AMOS USAGE TODAY

AMOS is used by more than 1000 users across the easyJet network, for its A319/A320 fleet. Today, all maintenance for almost 200 aircraft is planned in AMOS and workpacks are issued to the 3rd party MRO provider for completion. The European Low Cost Carrier has outsourced about 80% of its maintenance work and benefits from the fact that the maintenance providers insert all data of the performed tasks into AMOS, offering easyJet an optimal and instant access to its data.

The British airline has decided not to build up an internal "AMOS Competence Centre" which would normally be the single point of contact for all end-users on the customer's side, CrossConsense has been appointed to provide 1st and 2nd level support as well as hosting services.

easyJet is known and valued by Swiss-AS as a customer that is always "avant-garde" in terms of testing and employment of recent developments or new technologies. This is one reason why Swiss-AS is very pleased that easyJet continues to be an AMOS reference customer welcoming potential AMOS clients onsite to share its experience with them.

ABOUT CROSSCONSENSE

CrossConsense aims to offer its business partners from the aviation industry the best services they can get on the basis of a sound knowledge in the areas maintenance, engineering and logistics in relation to AMOS. Their staff has acquired technical skill during several years of practice. CrossConsense seeks to establish long-term relationships with its customers based on performance, competence and continuous improvement processes.

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, more than 90 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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