AMOS SUCCESS STORY

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EFFORTLESS CHANGEOVER TO AMOS AT FAM AND FINNCOMM

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ABOUT FINNISH AIRCRAFT MAINTENANCE (FAM) AND FINNCOMM

Finnish Aircraft Maintenance is an MRO provider which is jointly owned by Finncomm and Finnair. FAM is specialised in maintenance services for regional aircraft (ATR). With more than 80 technical professionals, the company provides services ranging from airframe maintenance, to component support, AOG engineering services to ground support equipment & services.

Starting as Finncomm Airlines line maintenance department in 2005, FAM was founded in August 2008 and Finncomm's maintenance responsibility was transferred to FAM. At Helsinki-Vantaa airport in Finland, the maintenance provider has more than 6000m2 of hangar space, fully equipped for line and base maintenance.

Finncomm Airlines (Finnish Commuter Airlines) was established in 1993 as an air taxi operator. In 1998 the airline introduced scheduled air traffic. Finncomm Airlines is the largest domestic carrier in Finland in terms of number of operations, since almost half of all domestic flights are flown by Finncomm. Its fleet consists of ATR and Embraer aircraft.

INITIAL SITUATION AND OBJECTIVE

In 2005 Finncomm took over two ERJ-145 aircraft from Swiss International Air Lines, the parent company of Swiss-AS. This was the first contact of Finncomm and Swiss-AS and the moment when the interest of the Finnish airline in AMOS was sparked.

At that time, Finncomm's software in place was outdated and had spread into many isolated applications. Due to the missing integration and the limited interfacing capabilities, the fragmented IT landscape was intended to be replaced by a modern and end-to-end integrated maintenance software. The new system needed to be capable of ensuring an efficient and systematic maintenance operation. Furthermore the airline was looking for an MRO solution that could handle the increasing fleet and lay the foundation for the implementation of proven business processes for the Part-145 organisation.

AMOS AND AT A GLANCE

- Smooth changeover from the legacy system to AMOS after twelve months of project work

- Project performed on time and within budget

- Data transfer successfully managed by one person only on the customer's side

- Substantial savings in the field of material flow control, automated planning process and billing

- Outsourcing process of Finncomm's maintenance division to FAM while AMOS project ongoing

- After-sales support of Swiss-AS highly praised by FAM

"AMOS HAS CLEARLY MET THE EXPECTATIONS AS A FULL SYSTEM FOR MAINTENANCE OPERATIONS AND WE ARE POSITIVELY IMPRESSED BY THE SUPPORT LEVEL IN CASE OF BUG FIXES OR QUESTIONS", SAYS ALPI SANTAKALLIO, ENGINEERING MANAGER AND FORMER AMOS PROJECT MANAGER AT FAM.

CHALLENGES

At this point it seems appropriate to mention that the AMOS implementation at FAM was as smooth a project as it could possibly be.

Although the manpower dedicated to this project was limited, at no time were any hurdles encountered that could have impaired Go-Live. This resulted from the open and trustful co-operation of both project partners as well as the project commitment of the technical team.

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SOLUTION, REALISATION AND BENEFIT

The entire implementation project was finalised within only twelve months and the Go-Live took place in the summer of 2008. AMOS was – aside from the typical minor modifications such as logo, company, authority address insertion – implemented "as-is".

One highlight of the Finnish project was the out-sourcing process of Finncomm's maintenance organisation into the newly established FAM. Finncomm and FAM relied on the experience and industry-best-practice approach of Swiss-AS while shaping its process landscape.

Although the legacy data had to be mapped from several sources and systems, the entire data transfer was successfully executed by only one person on the customer's side.

Finally, the project met the timeline and budget despite the limited manpower and the simultaneous out-sourcing of the maintenance division.

Thanks to the AMOS rollout, FAM managed to gain extensive improvements with regard to productivity and predictability. The main savings were achieved in the areas of

- Material flow control
- Automated planning process
- Billing (since AMOS offers all relevant data for this process so that only verification is needed)

"BY MEANS OF AMOS WE MANAGED TO REDUCE THE BACK OFFICE WORK TO ABSOLUTE MINIMUM WHILE MAINTAINING FULL TRACEABILITY FOR MATERIAL AND COST DOWN TO FAST BILLING PROCESS", STATES ALPI SANTAKALLIO, ENGINEERING MANAGER AND FORMER AMOS PROJECT MANAGER AT FAM.

AMOS USAGE TODAY

AMOS is the only MRO software in place at FAM, being used to manage the Line / Light (A&B Checks) and Base Maintenance (C&D Checks, HMV) for the entire ATR fleet of Finncomm and 3rd party customers. About 80 users (administration and technicians) work with AMOS on a daily basis and benefit from the advantage of a fully integrated software that makes multiple entry of data a thing of the past while enabling efficient maintenance planning and exact scheduling. FAM states that AMOS allows them to respond to the changing needs of its customers and to constantly develop new solutions. After almost three years of AMOS experience, FAM praises the Swiss-AS support level with regard to bug fixes, questions etc.

The decision in favour of AMOS turned out to be an out and out success and Swiss-AS is glad about FAM's willingness to serve Swiss-AS' as a reference customer.

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.

www.swiss-as.com