



AVIATION COMPANY STREAMLINES BUSINESS WITH IFS

A holistic view of the business, streamlined operations, access to more information and quicker decision making are just some of the reasons why Hawker Pacific selected IFS to solve its business issues around supply chain, logistics and through life support of aircraft.

OUTMODED AND DISPARATE SYSTEMS POSE MANY CHALLENGES

“Our systems had reached their use-by date,” says Graham Owen, CIO, Hawker Pacific. “Our legacy system was based on fifteen years of technology which was a mixture of home grown and financial management software that had been heavily customised, with no standard or consistent processes applied across the business. The technology didn’t integrate, was no longer supported, and did not give us complete information to enable us to service our customers or manage our business effectively. We were left with no choice but to look at alternatives.” Hawker Pacific’s platforms were so outdated that staff were looking at green screens, as well as using extremely slow operating systems and databases to run the applications.

“The biggest issue we faced with the disparate systems was that it gave us no holistic view of the business, with staff often inputting the same data to three different systems, duplicating workloads, and producing reports with inaccurate information at a time when we needed to make quick decisions,” says Owen. Hawker Pacific’s home grown system, based on Universe, was built to manage its Maintenance, Repair and Overhaul (MRO) activities, which accounts for about 60–70% of the business revenue. The financial management software was managing spare parts, inventory, supply chain and the financial side of the business. “We couldn’t continue managing our business with the current setup, especially as this industry is so highly regulated,” says Owen. “We needed to streamline our operations, so we decided to start over and look for a new fully integrated system.”

A COMPLETE ERP PACKAGE WITH A HOLISTIC VIEW

In 2003, Hawker Pacific engaged consultants to provide recommendations. After exploring the alternatives, Hawker Pacific selected IFS. “IFS was the leader of the pack,” says Owen. “We could manage one system with a holistic view to do everything we were currently doing, plus more. It was the financially viable option, but the main reason why IFS was the winner, was due to its track record in aviation.”

In 2004, Hawker Pacific commenced with the development of standard business processes and procedures which inevitably meant modifications were required to the IFS Applications. Over the next three years the business spent a lot of time refining processes and procedures as well as changing and testing the IFS system to meet Hawker Pacific’s needs. “The reason we heavily customized the new system was to add certain aviation functionality that was deficient in the system at the time, as well as keep staff and stakeholders happy with a similar experience from the old system with which they were familiar,” says Owen. “In hindsight, this was a mistake. We now know that introducing change, if managed correctly, is a good thing and can improve processes and business operations. We

ABOUT HAWKER PACIFIC

Hawker Pacific has been selling fixed wing and rotary wing aircraft as well as providing maintenance and spares support, aircraft management and flight services across Australasia, Asia, and the Middle East for over 30 years. Headquartered in Sydney, Australia, their customers range from Military and Government to Corporate, Regional companies and individuals.



“It gives me confidence knowing that IFS has a strong customer portfolio that supports their already strong solutions”

Graham Owen, CIO, Hawker Pacific



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also realised that we should have learnt more about the new IFS system before we started mapping the processes. The many changes we made to the IFS system resulted in delays to implementation and go live.”

“Our first site to go live was New Zealand. This took place in May 2007, followed by Singapore in July 2007, and then all of the Australian sites in October 2007. This covered 80% of the company, approximately 300 people” said Owen. “It was a phenomenal rollout that was highly successful, especially considering the geographical spread being covered”

Through refining and improving the business processes and benefits from the usage of IFS, Hawker Pacific is now able to take a holistic view of its business, overall, by country or by business unit. “Our team has so much more knowledge about the business, the aircraft, and our customers that we are seeing huge improvements in our operations,” says Owen. “Our MRO operations are able to plan, allocate resources, source parts and materials required well in advance of the aircraft arriving for maintenance. Once the aircraft is in the hangar,

system-generated work orders are used to manage the maintenance, record parts and material usage and record the time required to carry out the activity. It is a regulatory requirement that all work carried out on an aircraft is recorded, tracked and ultimately approved by a qualified engineer. The design and implementation of the work orders was carried out by the Quality division of the company and has approval and endorsement from all major regulatory authorities.”

As a large percentage of the Hawker Pacific business is based around MRO, ordering, warehousing and distributing spare parts is key to Hawker Pacific’s supply chain success. Managing this effectively is an absolute must, if the bottom line is not to be impacted. “Since the introduction of IFS, we have definitely improved inventory control,” says Owen. “It’s never been easier. Engineers and those who need to know have full visibility online of what inventory is available and which site it is in. All inventory is tracked from the moment it arrives at any Hawker Pacific facility till it is either sold or fitted to a customer’s aircraft, which is a regulatory requirement.”

“In addition to the MRO applications, IFS applications cover retail sales of spare parts, finance, human resources and, of course, inventory management. The systems in conjunction with the refined processes ensure that all work carried out is recorded accurately and customers receive accurate, timely invoices. Thanks to IFS Applications, customers are now reaping the benefits of our improved business processes.”

HAWKER PACIFIC COMMITS TO LONG TERM STRATEGIC PARTNERSHIP

Although there have been a few hiccups along the way with the delayed rollout, Hawker Pacific remain absolutely confident with their decision in selecting IFS as their business applications partner. “We conducted a staff survey six months after the go live date to see if staff took to IFS and the new processes, but mostly to see how things had improved,” says Owen. “I was pleasantly surprised, considering six months is not very long for staff to adapt to change. Out of the 300 odd IFS users, 220 staff responded to the survey of which 35% claimed they were an expert or very confident in using IFS applications, 33% said they were average and a further 22% said they were novice, or beginners. I’m interested to see how high these figures are when we revisit this survey later in the year.”

Hawker Pacific is committed to the partnership with IFS, and is looking forward to upgrading within the next few years to take advantage of the new technology developments, including significant functionality additions and a great new user interface. “I am confident that we selected the right system,” says Owen. “IFS have got it right, the right technology, the right solutions and on the right platforms for the future. It gives me confidence knowing that IFS has a strong customer portfolio that supports their already strong solutions. I look forward to getting my team onto the Enterprise Explorer interface to make their lives even easier.”

BENEFITS

- Holistic view of the customer
- Greater efficiency through life support of aircrafts
- Access to more information to make timely and accurate business decisions
- Improved inventory control

SOFTWARE

IFS Financials™
 IFS Distribution™
 IFS Maintenance™
 IFS Human Resources™



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