



Customer Case Study

Bristow Group Administration Maintenance System (BGAMS)

300% efficiency gain with maintenance administration

Customer:	Problem:	Solution:	Benefits:
<p>Customer: Bristow Group Inc</p> <p>Location: Global</p> <p>Industry: Helicopter Transportation</p> <p>Website: www.bristowgroup.com</p>	<ul style="list-style-type: none"> • Cumbersome, complex procedures for managing crucial maintenance information. • Large system with limits on user access and capacity. 	<p>Web based Log Book Entry maintenance system</p> <p>Fully integrated into ERP system</p> <p>CAA approved reports and auditable information histories</p>	<p>Reduce staff data entry time by 50%</p> <p>Single point of entry</p> <p>Better tracking of progress and improved Reporting</p> <p>Reduced load on and improved performance of ERP (IFS) system</p>

About Bristow Helicopters

Bristow Group Inc. is one of the world's largest providers of helicopter services. The first civil helicopter company to work in the oil and gas industry, Bristow has earned an international reputation for speed of response and quality of service.

Bristow Group Inc. is a truly global organization, working from facilities around the world to offer a wide-ranging array of services. The Bristow Group, through its brand names Air Logistics and Bristow Helicopters, provides helicopter transportation, maintenance, search and rescue, and related services to the offshore oil and gas industry as well as other business sectors.

The Challenge

- Create single point of entry for capturing and tracking the progress of faults raised against 250 operational aircrafts.
- Reduce the current extensive manual processes.
- Streamline and simplify log book entries process.
- Comply with CAA regulations re essential authorisation of work.
- The system had to be extensible to allow for further activities going forward.

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The Solution

- Create an agreed business framework and strategic vision in conjunction with key members of Bristow group.
- An agile development programme project managed by Cooper Software.
- An intuitive web-based Log Book Entry Application was developed, this reduced the time taken to raise and track faults by up to 50%.
- Integration into the existing ERP solution ensuring a seamless operation was delivered. The system also complied with the controls applied by the company to meet their requirements under the Sarbanes-Oxley Act.
- Single point of entry for capturing, tracking and reporting on the progress of faults raised by pilots and maintenance staff against their aircraft.

The Result and Benefits

- Bristow has reduced the time taken to raise and track faults by up to 50%.
- Eliminated manually intensive and cumbersome tasks within the maintenance process.
- No need for costly modifications to their ERP system.

- Sarbanes-Oxley Act compliance.
- 300% efficiency gain with maintenance administration.
- Integration with existing Crystal Reports™ to provide essential CAA compliant reports to track the authorization of work carried out.
- Solid platform for future expansion, as functionality and customer requirements grow.
- Improvements in the operational performance of the ERP system by removing the overhead of multiple logins.

Comments



"The Cooper Software solution that was implemented was extremely easy and intuitive for the engineers and maintenance crews to use which was essential for a successful roll-out as we have many bases across the world. Cooper software provided a structured process which at all times was visible to us and was sufficiently flexible to make tweaks to what is a very complex process. Going forward this system will help us address other areas within the maintenance operation for further process efficiencies."

Maintenance Systems Support Specialist