



Seamless integration of IFS with bespoke Electronic Flight Bag software

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>	<p>Integration of specialized Electronic Flight Bag system with IFS invoicing and other IFS master data.</p> <p>Limited resource within the organization with the appropriate expertise to develop interface</p>	<p>Delivery of a highly integrated two-way interface using web services – seamless integration into IFS</p> <p>Global solution; coping with currency, time zone and subsidiary company differences</p>	<p>Elimination of double keying and potential of errors</p> <p>Extensible system, that enabled reporting from disparate systems</p> <p>Worked as an extension to the global internal development team</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 Problem

Bristow Helicopters had committed to introducing the concept of an Electronic Flight Bag (EFB) system to remove the paper documents that were required for each flight. There were many benefits of introducing this software, but one of the drawbacks was the development of interfaces between the new EFB system, the internal bespoke (INTOPS) system used for Customer Invoicing and flight Scheduling and IFS. Manual process could be put in place to work around these integration issues but this led to a number of challenges.

- The continued use of different disparate systems would inevitably lead to:

Bristow FMD

- Double Keying, Data not be immediately synchronized and prone to error due to the manual nature of the data entry.
- The EFB software was being delivered off the shelf from another 3rd party company and specialized integration experience was required. The modifications to the software were to be kept at an absolute minimum to control costs.
- The internal system INTOPS was being upgraded as part of this implementation to add specialized functionality to enable its wider global use. These changes need to be coordinated so that the different interfaces continued to work during the development cycle.
- This was a global solution and currencies, different operation subsidiaries and time zones need to be considered in the solution.

The Solution

Cooper Software, the largest independent UK specialist in providing technical support and services to IFS users, engaged with Bristow Helicopters to develop an interface that would link the INTOPS system to IFS, which enabled the automatic creation of Customer Invoices and ensured that are required meta-data between the two systems were kept synchronised.

A number of technical challenges needed to be over come but including the integration of security so that multi-logons, and currency,

time zone, subsidiary company differences were automatically catered for.

The Result and Benefits

- A seamless interface was developed, which connected different technologies and databases together;
- Single point collaborative reporting was made possible for the first time;
- The seamless integration of and synchronization of the systems eliminated any required manual double keying saving a great deal of time and removing chance of errors occurring;
- The project was delivered on time and on budget;
- The Cooper Software team integrated easily into the global development team (based out of Houston) – working out of hours are required to ensure a very smooth delivery

Comments



“The Cooper Software team worked efficiently, and diligently coordinating this project – which also included other 3rd party IT vendors we have. The new technology and system is delivering real benefits to the Company and a lot of credit has to be given to the flexible manner in which the Cooper Software team were able to adapt with the changing requirements and our end customer’s changing deadlines.”

Director, Global IT Application Development