

ascend

Taking your airline to new heights

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The Right Fix

One of India's most prominent software companies, Ramco Systems Corp., is taking the lead in providing maintenance, repair and overhaul solutions to carriers in India and around the world.

■ By Allan Bachan | *Ascend Contributor*

As one of the most populous nations on the planet, and with an economic annual growth of 7 percent, India's aviation market has considerable annual revenue potential. Last year, Indian carriers placed more than 500 billion rupees (US\$12 billion) in new aircraft orders, increasing the need for airlines to place a strong emphasis on the cost of maintaining their planes as well as automating their processes to effectively operate in a heavily regulated business.

Carriers such as Indian Airlines and newly launched SpiceJet rely on the expertise, knowledge and automation of India's top technology provider, Ramco Systems, which has helped set their businesses in motion by creating software that fits their specific needs as well as those of a rapidly evolving industry. With a keen understanding of the aviation industry and expertise dating to 1938 when its parent company, the Ramco Group, was established, Ramco Systems, which has teamed with the *Sabre Airline Solutions*® business to offer its systems to airlines around the world, is at the forefront of India's expanding aviation and MRO market and continues helping emerging airlines worldwide by creating applications that help achieve their business objectives as well as address regulatory needs.

Ramco Systems, one of the leading software providers for maintenance, repair and overhaul operations, has helped MRO service providers world wide address airlines' issues. Ramco Systems has been doing the same for various carriers for more than a decade, using ground-breaking technology and innovative ways of creating applications that tackle the changing needs of the industry. Ramco's aviation solution addresses all aspects of aviation management, including:

- Technical records;
- Quality;
- Engineering;
- Technical operations;
- Production planning and control;

More Than Just Software



Implementing the Ramco MRO System begins with business process modeling and is managed strategically to ensure every aspect of the process — from defining the right solution and building timelines to systems integration, customer service and training — is successful.

- Line, heavy and shop maintenance;
 - Materials management and logistics;
 - Financials;
 - Human resources;
 - Sales;
 - Decision support—performance dashboards.
- The tool also uses strong built-in configu-

rationable workflows to create and maintain new business processes that help airlines run an effective and efficient enterprise. In addition, the solution incorporates processes tailored to carriers' specific unique needs, enabling them to easily refine processes as their environment changes.



Photo courtesy of Airbus

In 2005, new aircraft orders in India exceeded 530 billion rupees, which will eventually drive the need for more maintenance, repair and overhaul technology and services.

Ramco's aviation solutions meet the business requirements of passenger and cargo carriers as well as MRO providers regardless of size, complexity and geographic location. It encompasses a diverse range of airline and MRO services, including:

- Aircraft maintenance planning and execution;
- Components such as task/job card management with features including electronic sign off and paperless records;
- Engineering and technical records management;
- Aircraft operation management including functionality such as electronic flight bag and aircraft routing;
- Logistics management including warehouse management;
- Procurement of aircraft and non-aircraft parts;
- Outsourcing of repair activities, warranty, part loans and rentals with features such as bar coding and RFID;
- Human resources management;
- Sales management;
- Financial management;
- Aviation analytics.

HIGHLIGHT

Ramco Systems, which has teamed with the *Sabre Airline Solutions* business ..., is at the forefront of India's expanding aviation and MRO market ...

Solution Highlights

The Ramco System offers a number of features and benefits:

- Pure browser-based Web-centric solution, host-in or host-out options;
- Pre-built software solutions available in multiple technologies;
- Proven integration into third-party human resources, payroll, finance solutions and legacy applications;
- Extensive vendor management capabilities and material management capabilities;
- Electronic signatures and extensive workflow automation and alerting;
- Add-on capabilities:
 - Digital dashboard — aviation analytics,

- Class II electronic flight bag.

To address the market requirements of faster turn-around time, better productivity, cost-effective operations and customer satisfaction, airlines and MRO service providers need to be equipped with solutions that are comprehensive yet cost effective. With changing times, these solutions need to be scalable yet robust, and Ramco Systems has developed solutions that exceed airlines' MRO expectations and requirements. **F**

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