Inventory Optimization

Data Migration & Testing

Mobility IOT & Wearables

MRO Analytics

Data Warehouse & BI Tools

Business Process Services

Digital MRO Suite Offerings

Travel and Transportation

Introduction

Most Airlines and MRO service providers are currently using old legacy-based in-house MRO applications built on outdated technologies which are expensive to maintain & also creates operational issues. Need of the hour is to migrate the old MRO applications to new generation MRO products. However, due to the lack of knowledge, complexity of MRO data and cost of MRO Data Migration projects ($4 to $5 mn for smaller airline and $15 to $20 mn for major airline) are the main factors that prevents these airlines from going for newer MRO products.

The most challenging and time-consuming phase in MRO Product Implementation is Data Migration. This is a main reason why MRO Implementation projects either gets delayed, runs over initial budget or fail. Also, a tremendous amount of data (on hard-copy / PDF formats or scattered among various isolated applications) have to be converted to digitized format or extracted, integrated or linked together and stored at a common place like data mart or data warehouse. This historical data, accumulated over years, can be leveraged effectively to generate valuable business information and trends using various business analytics tools to take better business decisions that help in staying ahead in the competition.

Another key issue which almost all the airlines and MRO service providers are facing is Excess Inventory. On an average, airlines hold $2 mn inventory per aircraft. Not only they hold excess inventory but also wrong parts. These results in a rise in the AOG incidents for Airlines and decrease in parts Service Levels for MRO service providers. Thus, there is a need for Inventory Optimization, which is more specific to Aviation industry which can manage both consumables and rotables

With advancement in mobility and augmented reality, new gates have opened up, where process improvement and faster turnaround time can be achieved in maintenance & parts tracking areas.

How good it would be if you can access all these solutions centrally on your fingertips – Digital MRO Suite.

OUR Solution – Digital MRO Suite

Digital MRO Suite provides tools and accelerators for your end to end transformation and future digital strategy.

Our Digital MRO offerings involves:

- Inventory Optimization Solution
- Data Migration & Testing Services
- MRO Analytics Services
- Data Warehouse & BI Tools
- Mobility, IOT & Wearables
- Business Process Streamlining Services

Hexaware's unmatched MRO expertise

- Led by industry experienced practitioners covering all MRO functions
- Expertise in product specific migration
- Strong partnerships with MRO product vendors
- 50+ techno & functional consultants
- Involved in application maintenance from last 12 years
- Involved in data migration of legacy application to MRO product for leading airlines
- Pre-built test cases & scenarios for MRO functions
- Tool accelerators to cut your testing time in half
- Universal data warehouse for MRO data
- Inventory Optimization Solution using Advanced Analytics

Delivering Value to Clients:

- Cost saving up-to 30% in data migration
- 25% reduction in inventory cost using our Inventory Optimization Solution
- Cut down on test preparation and execution efforts during Implementation
- Leverage data warehouse expertise and prebuilt models to save time and budget
- Build your analytics solution in as little as 8 weeks
- Take advantage of shared services model for technical records digitization

Hexaware's Digital MRO Suite

- Inventory Optimization
- MRO Analytics
- Data Migration & Testing
- Data Warehouse & BI Tools
- Mobility, IOT & Wearables
- Business Process Services

MRO Data Migration & Testing Services

- Successful data migrations from legacy applications to MRO products for leading airlines.
- Start to end offerings from data extraction to data loading into target system.
- Data migration environment setup
- Tool accelerators to cut your testing time to half
- Product integration and building interfaces
- Testing and Post-implementation support
- Infrastructure setup and hosting service

Business Benefits

- Use of proven processes and reusable components to complete data migration on-time and within budget.
- 25% efforts saving during data mapping by leveraging our pre-built data mapping for leading airlines.
- Dedicated MRO domain expertise
- Low operational costs with proven onsite & offshore model
- Iterative based data migration approach for quicker data migration
- One stop solution for MRO data migration applications

Data Warehouse & BI Tools

- Industry specific data warehouse solution
- Proven data modelling and engineering approach
- Consistent, scalable and persistence data handling
- Layered approach data acquisition
- Partitioned ETL (Divide and Conquer approach) for data quality assessment
- Reliable and exhaustive data model
- Seamless Integration and end to end Implementation
- Customized data warehouse reporting

Mobility, Integration & Wearables

- Mobile apps to capture aircraft defect logs, non-routine maintenance & part requests.
- Voice command enabled for hands free access.
- Bar-code scanning and wireless printing features included.
- Forms can be manually signed using stylus.
- In-built user authentication and security using fingerprint detection.
- Data captured offline and later synchronized by connecting to SharePoint and M&E application to update and store.
- Access to repair procedures/manuals and technical records.
- Direct access to parts catalog
- Augmented Reality (AR) apps for Technicians that present virtual views of aircrafts defects.
- AR apps to view Parts Inventory levels, near to expiry dates, parts tracking, etc. using AR wearables

Business Benefits

Maintenance process more user friendly and less error prone.

- Faster ROI on mobile enablement can be significant due to higher productivity.
- Information at your fingertips for quick decision making.
- Dynamic work-force planning.
- Accessibility and ease of use.
- Relatively cheaper and cost-effective then other hardware.
- Faster to build and lower development cost.
- Increased TAT in aircraft inspections using AR wearables.
- Inventory tracking and management using AR capabilities

MRO Analytics Services

- Jump start analytics on key MRO functional areas
- Prebuilt important and required KPI
- Easy customization of KPI as per business need
- Hosted on any BI Platform
- Ability to deploy jumpstart analytics framework in 8 weeks
- Seamless integration with existing MRO source systems

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Inventory Optimization Solution

- Built using proven continuous review model specific to airlines and MRO inventory.
- Pre-built ETL jobs to extract required data from MRO systems.
- Service levels can be set at desired levels to reduce AOGs and Stock-outs.
- Analytical dashboards and graphs to visualize the savings and reductions up-front.
- Can be implemented in a short time with no impact to existing inventory planning system.

Business Benefits

- Reduce your Inventory cost by 25%
- Achieve increased service levels and avoid AOG or stock out cost.
- Optimization engine is automated to run on daily, weekly or monthly basis.
- Recommendations can be exported to any format and fed into your current MRO system.

Business Process Streamlining/ Services

- Data capture and verification of FORM 1 (Release Certificates), ACF 6207 (Component Physical Check), Task Cards – Routine & Non-Routine and Unit Exchange Sheets.
- Create and update Task Cards
- Update aircraft maintenance manuals
- Order management for parts and services
- ollow-ups with Vendors / Manufacturers / Partners
- Invoice verification
- HR, Finance and CRM support services

Business Benefits

- Cost savings due to offshore modelling.
- SLA targets for steady state
- Stabilized processes

- Business can concentrate on core functions
- Trained Team members
- Develop process Improvement plans

Success Stories – Our MRO Experience:
Here are some of our success stories. We have detailed case studies around each of these, which can be downloaded from our website www.hexaware.com

- Successfully migrated data from legacy applications to AMOS, Trax and Maintenix for leading airlines.
- Development and maintenance of data warehouse of a leading Middle-East Airline.
- Built mobility solution for a leading Middle-East Airline.
- Customised MRO Analytics solution for a major Middle East Airline.
- Managing business processes and digitisation work for a major North American Airline.

About Travel and Transportation Practice

Travel and Transportation Practice is a focused and one of the key verticals for Hexaware. The practice provides end-to-end IT solutions and services to leading companies in Airlines, Rail, Logistics and Hospitality domains. The practice has 45+ elite and longstanding customers with 1300+ strong technical & functional consultants, industry experts. Hexaware has leveraged this immense knowledge to legacy modernize the solutions, to integrate with third parties for enhanced operational agility and to give mission critical MRO solution support for industry leaders. Our pool of expertise consists of Passenger Service system; ticketing; reservations and departure control; Internet booking engine; Cargo Operations; Revenue Accounting; Cargo Bookings; AWB Management and Mobility solutions for airlines. Being an IATA Strategic Partner, we are helping some key airlines to drive major initiatives like e-Cargo, EMD/ e-services, NDC & Travel Partnership

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything®, Cloudify Everything®, Transform Customer Experiences®.'

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at http://www.hexaware.com

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