

The move to a modern maintenance management system at Cape Air



As one of the largest independent regional airlines in the United States, Cape Air was looking for a maintenance solution partner that could meet its unique needs and evolve in lockstep with its growing business. Cape Air found that strong partnership with IFS. Together they are building towards a very exciting future founded on innovation, growth and continued success.

The search for a new maintenance system

Cape Air carries more than 620,000 passengers annually on up to 550 flights a day. The airline is the largest operator of Cessna 402C aircraft in the world, covering five regions worldwide and supported by more than 1,000 employees. Cape Air's operation is continually growing and they recognized the need for a new maintenance management system that would modernize its Technical Operations Department, supporting Maintenance Operations Control, Materials and Records. "As a smaller airline, we had some challenges related to growth with the business outgrowing some of the systems that were in place. We needed a strong partner and a strong software system to help grow the operation and build towards the future," explains Isaiah Herrick, IFS Maintenix Program Coordinator at Cape Air.

Making the right selection

It was important for Cape Air to find a system that was customizable to fit their operations and backed by a company that was reputable in the industry. "We didn't want to have to change our culture, didn't want to change the organization too much and needed something that was customizable," Mr. Herrick adds. "It was also important to us that any partner should be an established company with a proven track record." After looking at a number of different maintenance software options, it was clear to Cape Air that IFS Maintenix was the best solution to support the needs of their unique airline.

About Cape Air

Since 1989, Cape Air has served some of the most beautiful destinations in the world, to include southern New England to Hyannis, Nantucket, New Bedford, Martha's Vineyard and Providence, RI. In 1993, the airline began offering flights in South Florida and in 1998, a Caribbean operation. In 2004 a Micronesia service was launched with two ATR 42s. Cape Air operates 83 Cessna 402s, 4 Britten-Norman Islanders and today is one of the largest independent regional airlines in the United States.

www.capeair.com



Why IFS Maintenix?

An important factor in Cape Air's decision to move forward with IFS Maintenix, was its fleet management capabilities, its ability to handle complexity and diversity, data migration and multiple aircraft types. "We were impressed with some of the processes in the system that would help Cape Air move towards the future in a standardized, uniform way. We also liked the custom feel without the need for a lot of customization and the resources that type of project can consume," Mr. Herrick explains.

Equally important to Cape Air was the implementation strategy. It was important that the solution they purchased would be flexible enough to tailor to what Cape Air is trying to do with its unique aircraft fleet. "Being a smaller airline, we focus on managing our fleet to meet a range of service requirements and operating conditions. Our fleet is an established platform that has given reliable service over many years. We are used to customizing our aircraft and, of course, we apply our 'strive to improve' principle in their maintenance."

Implementation

Cape Air had a dedicated implementation team of 4-5 subject matter experts from every department. According to Mr Herrick, "we looked at all the different departments whose work would be impacted by the change to IFS Maintenix, took a subject matter expert from each department and moved them all to the internal implementation team." This proved to be a winning method for Cape Air, as the ensuing launch of IFS Maintenix was successful across all fleet types and with all personnel working live in the system.

A strong partnership with IFS was a key contributing factor to the successful implementation. "We enjoyed strong and vital collaboration on all fronts with IFS representatives available for support at all stages of the transition. They were receptive to questions that arose and worked with Cape Air on solutions to any problems throughout the process," Mr. Herrick explains.

Key gains

At the onset of the implementation, it was expected that delivering a new software system on such a large scale would be a huge undertaking. However, for Cape Air the gains outweighed the hard work. Mr Herrick explains, "We gained the ability to manage our fleet configuration in a way that had not been possible before. We now have in our hands a modern, user-friendly planning tool that empowers our users to forecast our usages and maintenance events and make sure that we're operating in an efficient way."

Benefits

- Improved ability to manage fleet configuration
- Modernized maintenance planning
- Enabled greater financial performance visibility
- Standardized reporting across all aspects of operations



Not only did Cape Air gain the ability to better manage their maintenance data, they also gained financial visibility. “There’s a purchase order tracking system with financial accountability which is a big thing for Cape Air. Just having a Min/Max level based purchasing system, which we didn’t have with our legacy system, with real-time visibility of what is actually sitting on our shelves was very applicable to us as well as the benefit of having a really reliable warehousing tool. We have greatly improved our ability to manage our inventory and maintain our fleet,” Mr. Herrick adds. The reporting features in IFS Maintenix were also a key gain for Cape Air, offering increased visibility into all aspects of the operation.



We gained the ability to manage our fleet configuration in a way that had not been possible before. We now have in our hands a modern, user-friendly planning tool that empowers our users to forecast our usages and maintenance events and make sure that we're operating in an efficient way."

What's next

Cape Air is committed to evolving its operations for the benefit of its customers, with IFS Maintenix playing a key role. “We look to continually drive the system forward to the greatest extent possible within our operation. That means that we are constantly turning on different functionalities and diving deeper into the system,” says Mr. Herrick. “Cape Air now has a strong foundation to build upon and can really begin to expand our operation with the introduction of new aircraft types. In short, we have gained a strong, scalable platform with IFS Maintenix for future business developments.”

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

