

# AOA Apparatebau Gauting's operations lift with IFS



A manufacturer of electronic and mechanical systems for the aeronautical industry, AOA manages all its business processes company-wide with IFS. Because all the processes are carried out internally from development through production to service, an integrated ERP system was needed that would cover all requirements—even in the complex service management department. With IFS, AOA found the right solution, which offers the greatest functional coverage and flexibility.

## Needed integrated corporate business applications

Because AOA is systematically working on new developments and further enhancements, but also needs to look after existing customers for whom a comprehensive service management system is required, the issue was to set the right course for the future in terms of business software. So in 2005, AOA decided to streamline the exchange of information within the group and bring it all together company-wide in a standard business software system. The aim was to provide information transparently within the group. This would shorten the decision-making processes day-to-day and thus help to enhance the success of the business.

During a 5-month evaluation process, significantly supported by a business consultant, the AOA project team worked through several stages to reach the ideal solution that would best meet the requirements of the company. After the initial selection of six reputable providers who each came and gave a half-day

## About AOA Apparatebau Gauting GmbH

AOA is a medium-sized corporate group, comprising Apparatebau Gauting GmbH, AOA Avionics Dresden GmbH and Luftfahrtgeräte Gauting GmbH.

The company supplies system solutions in air exchange, water supply and waste water removal, fire protection and air conditioning for aircraft and rail vehicles. In addition to its head office in Gauting near Munich, the company has a branch in Dresden, and service centers in the USA and Asia.

The AOA Group has 340 employees worldwide. AOA customers include leading aircraft manufacturers such as Airbus and Boeing.

presentation, the choice came down to two, which were to be reviewed in a further evaluation step. To that end a workshop was organized on the basis of predetermined process descriptions. After the results were received, there was an intensive contract round, during which the decision was taken in favor of IFS. What tipped the balance was not only a better match between the company's requirements and the standard processes of the component-based enterprise applications, but also the confidence in the sales team and the 20-year experience of IFS with customers in the aeronautical industry. "The flexibility and industry focus of IFS was especially convincing," explains Sven Grimmert, Head of IT at Apparatebau Gauting GmbH.

## Smooth implementation

IFS was introduced progressively. First the business software was introduced into finance and human resources. By the end of 2007, the software had been implemented for sales, manufacturing, purchasing and service management at the Dresden, Gauting and Hamburg locations. In order to instruct the users, 50 key users from all specialist departments were trained, with all three locations involved in the training. The commitment to training paid off, because from the start of productive operation, the staff demonstrated convincing acceptance of the new enterprise software. Across the company today, more than 200 users are working with this integrated business software, which operates in a Windows 2003 server environment.

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Sven Grimmert, Head of IT Apparatebau Gauting GmbH.

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"We were able to cover all business processes with IFS, and only had to make a few specific changes. Because AOA does everything in-house, from development through manufacturing to service, we had to have enterprise applications that were networked at department, specialist area and site level, and would enable smooth execution of all processes. Special functionalities such as the CAD linkage justify this integrative approach," says Sven Grimmert.

This places tough requirements on the integrated service management component in IFS. Because service is a very complex area, many functionalities are needed to model the



Sven Grimmert, chief of Apparatebau Gauting GmbH

### Benefits

- Uniform company-wide ERP system covering all requirements
- Enhanced possibilities for data access and evaluation
- Service management with complete product lifecycle support
- Greater flexibility and agility in global competition

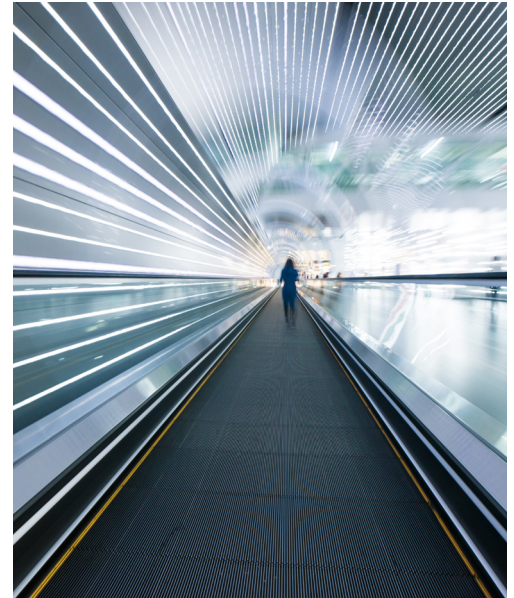
required permutations for interaction with materials management or materials and services procurement. Because an aircraft can have a lifetime of 30 years, it is important for service management to be able to track the history of individual devices at all times over a lifecycle of similar length.

## Company-wide control of all business processes

But IFS shows off its capabilities at AOA not only in terms of engineering and service-oriented processes, however: it also covers all conventional operating tasks. For example, since the start of 2008 AOA has also been managing typical operational tasks such as personnel, sales and budget planning at corporate level with IFS.

After about one year of go live operation, IT Head Sven Grimmert says he is satisfied with the modern enterprise applications. "The way data are captured has definitely improved with the introduction of IFS. The new system offers quite different possibilities than before for dealing with queries and evaluations and it enables work to be process-oriented."

Not for nothing are the people at AOA optimistic about the expansion of the enterprise software. The company is implementing the project management component of IFS with the aim of making the company even more competitive.



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