

Cloud-based MRO strategy reduces costs and grounding times



Copa Airlines optimizes maintenance with a single, scalable system.

Two separate maintenance, repair and overhaul (MRO) systems, 100 aircraft to maintain and an ambitious cost-cutting plan meant that change was in order for Panama's Copa Airlines. The airline needed a single MRO system under its control that could handle a growing fleet and help reduce ground time for its aircraft.

Copa reached its target by working with IFS to replace the two MRO systems with a scalable solution that reduced process complexity and increased maintenance efficiencies.

Mission: Gain System Control

The story behind Copa's two MRO systems dates back to 1998 when the company formed a strategic partnership with Continental Airlines, which later merged with United Airlines. Copa inherited one system from Continental for its Boeing aircraft and selected another MRO solution to manage its Embraer E190 fleet.

This created two important challenges: The company had limited control over the Aircraft Maintenance Program for its Boeing fleet because United managed it. And the company couldn't consolidate all the aircraft into the system for the E190 because it lacked the necessary capacity.

Copa executives undertook an extensive review of its existing MRO practices to determine the best approach for optimizing the organization's maintenance capabilities and the level of service it provides to passengers. The process led them to create a robust plan of execution, part of which involved the selection of a single MRO system that could underpin this strategy.

Copa's management team attended workshops from several MRO software providers and spent the end of 2015 evaluating their solutions.

Copa Airlines

Location

Panama City, Panama

Challenge

Disparate MRO systems were unwieldy and inflexible to meet modern demands

Solution

IFS Maintainix

Results

- Successfully deployed by October of 2017
- Rolled out to 100 aircraft and over 1,300 users
- Engineering modifications to the maintenance program were reduced from months to days
- More available flying time per aircraft



The evaluation period also included visits to existing MRO operations to see how the solutions worked in real-world scenarios. Copa found a solution that appeared to meet its needs until the leadership team heard a last-minute pitch from IFS for its IFS Maintenix Aviation Maintenance Management software.

From Testing to Takeoff

Copa leaders didn't rely only on the word of IFS representatives to make their decision. They talked to other users in the aerospace industry and visited airlines to view IFS Maintenix in action. The solution made an immediate impression on management because of its ability to handle large fleets, its ease of implementation and its scalability, according to Rousselin Avendano.

Another selling point was IFS' commitment to launch the system by Copa's deployment deadline of year-end 2017. One of the keys to meeting this deadline was IFS' willingness to partner with Copa's internal team to help with the implementation. The latter also allowed IFS Maintenix to operate within a cloud infrastructure for the first time, which eliminated the need for a costlier and more time consuming on-premises network installation.

The Results

The executive team's vision has paid off, with measurable results already evident in the MRO process. The ability to integrate IFS Maintenix with SAP and its AIMS Flight Ops software was one of the keys to reducing the need for time-intensive, repetitive manual tasks and reports.

"It's like night and day," Rousselin Avendano says. "It used to take months to make an engineering modification. Now, it takes our engineering manager days to do them because his engineers and himself can control the Aircraft Maintenance Program. We can modify it how we want."

Moving forward, the new strategy has positioned the company to meet corporate goals while delivering the highest levels of customer service possible. "We're being more competitive, and the Commercial Division has the benefit of having aircraft available for more routes and more flights," Rousselin Avendano says.

Find out more

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

