Case Study:

Product Support for Innovative and Eco-Efficient Business Jets

Aircraft on Ground

When an aircraft has an issue, it remains grounded until the problem is fixed. This, in the airline industry, is referred to as Aircraft On Ground (AOG).

AOG can happen due to paperwork filing or technical and mechanical problems with the aircraft. When the aircraft is grounded due to technical issues, it cannot be approved for flight until the issue is addressed. Finding the root cause of a technical issue can be time consuming and costly without the proper systems in place.

This aircraft manufacturer designs innovative and sustainable business jets for VIPs and chief executives at many of the world's largest companies. Like any aviation company, they must adhere to the proper standards and codes when designing and building complex equipment like business jets. When diagnosing and solving an AOG issue, the standards and codes serve as a guide for engineers. That's why it is crucial for them to find, understand, and implement this information as quickly as possible to resolve the problem and approve the aircraft for flight; time, money, customer satisfaction, and company reputation are all at stake every time a plane is grounded.

The Problem

THE CLIENT

Manufacturer of world class innovative and eco-efficient business jets, serving a client base of Fortune 500 executives

USERS

Engineers, service technicians, and production associates diagnosing aircraft delays and other incidents

PAIN POINTS

This company provides support to its clients for AOG issues, so it needs to quickly diagnose the root cause of each technical issue to repair the aircraft and get it back in service.

The average cost of an AOG issue for the company can reach up to $50k per day. On top of this cost, their clients are most often chief executives flying for business, and will frequently expect a payout from the manufacturer when their flight is delayed. The associated monetary cost is easy to calculate when compared to the cost in customer satisfaction and company reputation among the world's largest corporations.

- To diagnose an AOG issue, the technical staff needs to access the correct standards, manuals, codes, and specs to fix the problem and get the aircraft in the air.
- If they do not have access to the proper standard, they may search on the open web for the document, posing a compliance risk to the company.

If they do not access the correct and most current information to resolve a mechanical problem, then the aircraft may have this problem mid-flight, posing a risk of loss of life above all other associated costs (litigation, reputation, money, time, property loss, loss of existing and new business, and more).

Without a system in place to quickly access the information they need, they end up manually searching for and reading through multiple documents for the correct answer. The answer can take days to find, and the factor of human error multiplies – costing the company tens of thousands of dollars per AOG issue, or more.

The Solution

The company uses Engineering Workbench to manage, locate, and implement standards across all phases of the engineering process, from innovation to product support use cases and AOG incidents.

Engineering Workbench is an intuitive solution designed as a single source of truth for engineering teams to access and integrate standards and technical content into their workflows. Powered by AI technologies like machine learning and natural language processing, Engineering Workbench helps engineers find answers faster – saving them time, accelerating innovation, and mitigating risk.
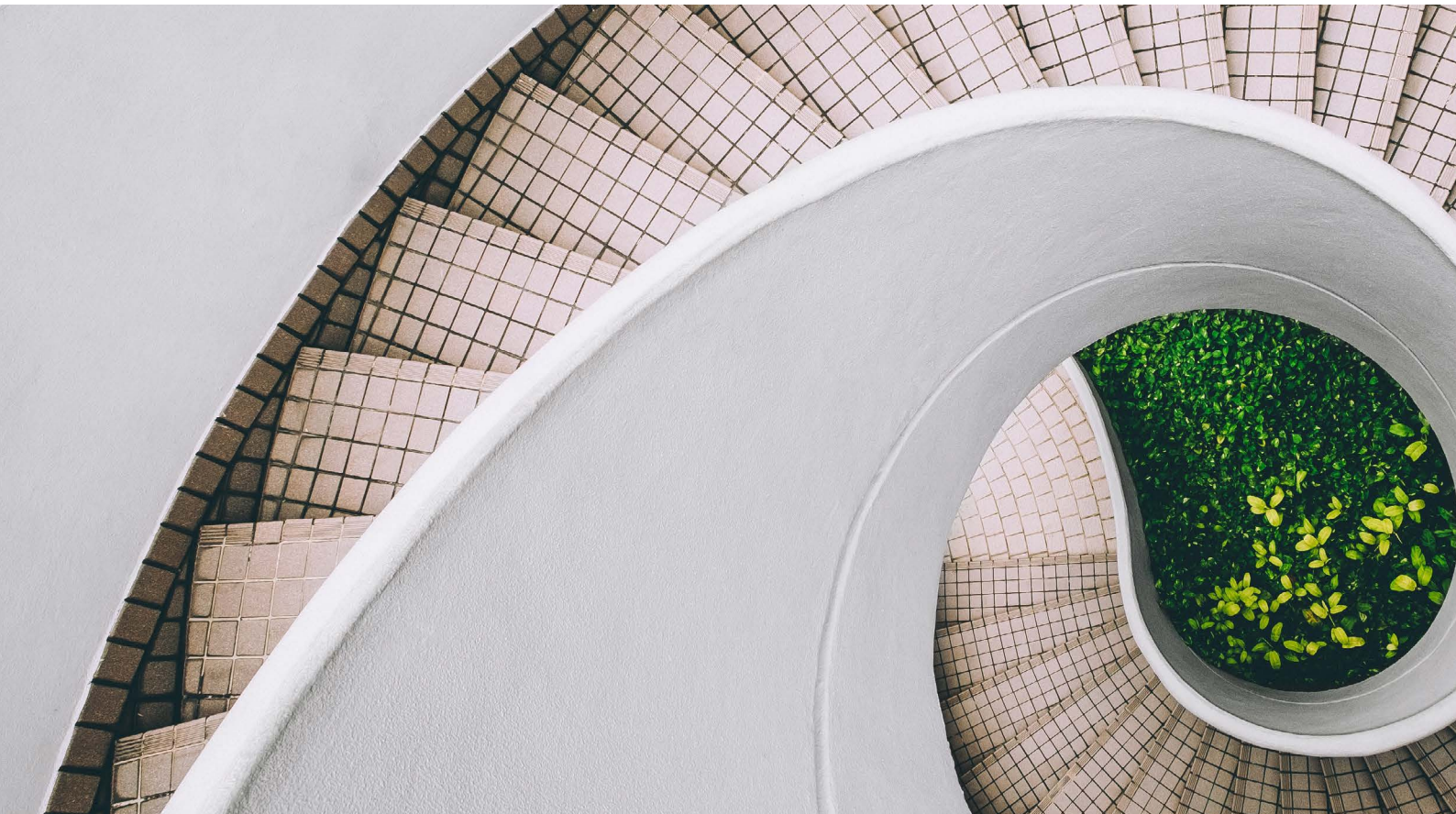
The Results

Aircraft On Ground costs tens of thousands of dollars per day. AOG issues can take days or weeks to solve without the proper technology.

Since implementing Engineering Workbench, the company can find the information they need to solve an AOG issue within minutes, saving them time and thousands of dollars each time an aircraft is grounded. Customers are satisfied with the company and can trust the company to get them where they need to go, on time.

Engineering Workbench is a trusted platform that helps the engineers solve problems efficiently and accurately, so they can focus on innovation - designing world class, eco- friendly products that satisfy customers and win more business.

Reduce business risk.
Save time. Stay compliant.

Demo Engineering Workbench ↗

NEXT GENERATION STANDARDS MANAGEMENT

Featuring vetted content from top publishers, Engineering Workbench facilitates the discovery, use, and management of standards. Combining content, search, analytics, and an array of tools tailored to the needs of the technical professional, this platform allows users to access a plethora of resources via a single interface and sign-on.

Knowledge workers can quickly locate information within a single context, save that information, refine their searches, and create a personalized workspace they can return to time and time again. Using specialized workflow and problem-solving tools, Engineering Workbench specifically addresses the needs of the technical enterprise and allows engineers to analyze the content and draw intelligence from it.

By bringing together content, tools, and analytics in an entirely new way, Engineering Workbench has become the best-in-class standards platform available in the industry today. In an ever-changing world of standards, Engineering Workbench is a step forward for companies that want to drive competitive advantage from their ability to work smarter, be more productive, and intuitively manage technical knowledge.

For more information, visit:
www.accuristech.com