



# Large Aerospace Maintenance Division Improves Operations with UpsideContract

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***This regional aircraft maintenance division of a large, international aerospace company has deployed a Web-based contract management solution – UpsideContract – to better control their aircraft maintenance contracts. The solution streamlines the contracting process while formalizing the management of contracted service delivery.***

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## **Situation**

The customer is a regional maintenance division of a large, multinational aerospace company and is focused on maintenance for both commercial and military aircraft.

As part of its efforts to streamline its administrative operations and more effectively meet its regulatory compliance obligations, the company has looked to better manage its aircraft maintenance contracts, as well as the contracts it has with subcontractors and parts suppliers.

The objective of the initiative was to ensure optimized maintenance services as described in each contract, and address issues that exist in managing the delivery of services and parts from subcontractors and vendors. Many of the subcontractor and vendor issues can be traced back to poorly established contracts, and to a general lack of performance monitoring.

An additional challenge was visibility and access to contracts by external parties – primarily customers who wanted to be able to access, negotiate and approve their contracts online.

## **Solution**

After evaluating UpsideContract, a solution from Upside Software, the company found that this one tool could address the vast majority of their contracting and service management issues.

Before rolling out the software, the company worked with Upside Software to map out the business requirements of the system and plan the software configuration and deployment activities. While the system did not have to be integrated with any other systems it did have a significant impact on their contracting and service monitoring processes.

At the end of a 20 day project that included the conversion of a number of existing contracts from Microsoft Word, the new solution went live in mid-2003. The system has made all contracts easily accessible and visible and has demonstrated immediate value with its vendor performance management and service, compliance monitoring capabilities, and access for external stakeholders.

## **Solution Overview**

### **Customer Profile**

A regional aircraft maintenance division of a multinational aerospace company.

### **Business Situation**

Customer needed a system to help manage their aircraft maintenance contracts, monitor the performance of subcontractors, and support their regulatory compliance requirements.

### **Solution**

Customer deployed UpsideContract, a Web-based contract management solution.

### **Outcomes & Benefits**

- Streamlined contract creation and subsequent project initiation.
- Formalized service monitoring capabilities.
- Streamlined regulatory compliance tracking and reporting processes.

### **Scope of Deployment**

The system was deployed in the division's regional office where all system users are located and most services are provided.

### **Deployed Software**

- UpsideContract 3.5
- Neevia Document Converter Pro
- SA-FileUp

### **Points of Integration**

The system is being operated stand-alone without integration to any other system.

### **Hardware**

The production environment consists of two single-processor HP servers.

### **Project Timelines**

The system implementation project was approximately 2 months in duration.

## ***Benefits***

### **Increased Efficiency**

The new solution has streamlined contracting and activity monitoring processes to reduce effort and operational costs. Now aircraft maintenance contracts can be easily found, reviewed and monitored with appropriate notifications being automated to ensure action is taken.

### **Superior Scalability**

Because of the irregular cycles of their business, the organization needed a system that could scale to meet the performance and storage demands without additional effort or configuration.

### **Automation of standard processes**

Standard contracting and activity management processes have been established in the system's automated workflow management to ensure the appropriate steps are taken to monitor contracted service delivery to customers and ensure maximized delivery performance of subcontractors.

### **Consolidated contract databases/repositories**

The system provides the organization with a single, consolidated view of its contracted obligations, subcontract services and asset management requirements, improving reporting and overall management in the area.

### **Eliminated duplicate entry and 'shadow' tracking systems**

By consolidating all contract and asset management information on a highly visible platform, the system enabled the organization to remove a number of parallel tracking systems (primarily spreadsheets) that had been used to track information on services under many of the contracts.

### **Improve reporting**

The consolidation of contract information provided an opportunity to easily improve their management reporting, and the effective user portal eliminated the need for some reports.

### **Involves stakeholders**

The system enables external stakeholders to easily access their contracts. Customers can review, negotiate and approve contracts online, and subcontractors are able to report their activities and progress to service levels. This has helped streamline the subcontractors' efforts (helping to reduce service costs in the future) and improve information sharing.

### **Enabled effective compliance monitoring**

In the highly regulated aerospace industry, UpsideContract's compliance and performance management capabilities have allowed the company to better record, measure and report on key compliance and performance metrics related to their services.

### **Enforce policies**

With its automated workflow and business rules, the system enforces corporate and business unit policies and procedures with exceptions being quickly and easily identified and escalated.

## ***More Information***

For more information about Upside Software products and services, go to:  
<http://www.upsidesoft.com>

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