CUSTOMER BACKGROUND

Established in 1969, Conair Group Inc. has annual revenue of over CDN $ 20 million. It is the longest serving and the most experienced provider of specialty aircraft operations in Canada. Conair specializes in the provision of aerial fire control services; large-scale spraying for disease and pest control; forest fertilization and oil spill control.

Its fleet of 43 fixed-wing aircrafts is operated and maintained by 120 highly trained, experienced personnel with a world-class understanding of aerial fire control strategies and tactics. The company also designs and builds fire retardant delivery systems and conducts aircraft conversions and modifications for fire control services around the world.

NEED FOR A SOLUTION

Conair needed an integrated solution to align with its vision and strategies for growth. The system was expected to promote seamless operations across departments and improve cross-company knowledge sharing. Conair management required a framework for continuous business process improvement with performance indicators and benchmarks to facilitate management and operational decisions.

Conair had many disparate systems in place for various business functions leading to redundancy, duplication of work and low organization-wide visibility. Their existing maintenance and materials solution was manufacturing oriented and did not meet the requirements of a specialty aviation service provider.

OFFERED SOLUTION

Ramco Personalized Aviation solution assembled for Conair is a web-based integrated offering with over 120,000 function points.

The solution consisted of pre-built components in the areas of:

- Maintenance covering Hangar and Shop, integrated with Configuration and Engineering, for managing compliance
- Logistics including complete inventory, procurement and repair processes
- HR including payroll with country-specific functionalities
- Financials including multi-currency functionality and Fixed Asset management

To meet Conair’s unique requirements,

- Ramco provided a solution for managing complex payroll requirements, considering the seasonal nature of business as well as regulatory requirements
- A Personalized Flight Operations business process for the unique requirements of Conair’s aerial fire-fighting business, including Flight Ticket based billing cycle for journey logs

BENEFITS

- Change on Demand flexibility supplements Conair’s strategic initiatives, including expansion and business process improvements
- Provides integrated system which channels consistent information across business functions. This leads to improved visibility and better decision-making
- Enforces a discipline in the maintenance process, which provides consistent and accurate data. Enhanced Component tracking can result in significant reduction of costs and unplanned grounding time
- Equips Conair to evaluate various performance metrics like Profitability by Model, Contract, Customer, etc
- Inbuilt auditing functionality helps in regulatory vigilance. This was appreciated by Transport Canada
- Significantly reduces System Administration effort since legacy systems are consolidated

WHY RAMCO

Conair chose Ramco from amongst 45–50 enterprise wide asset management IT solutions. Ramco’s offerings were aviation specific and covered a wide scope including Payroll Management and Business Analytics. This helped Conair to go for a single-phase big bang implementation. Conair was impressed with Ramco’s technology, which provided a browser-based interface. The initial fitment was good and Ramco Virtual Works -based solution provided the added flexibility for Conair to manage their unique business processes, as well as enhance the solution to their growing needs.

CAN RAMCO DO IT FOR YOU?

Of course it can! To find out more on how RAMCO can be stretched (or shrunk) to answer your need, call 1800 425 6667.
ABOUT RAMCO SYSTEMS

Ramco Systems provides next generation, end-to-end enterprise solutions that render complete transformation of the business in real time. Built on Ramco’s proprietary platform—Ramco VirtualWorks®, all Ramco products are cloud architected by design and address the entire business cycle from transaction to analytics. Part of the USD 952 mn Ramco Group, the company offers ERP, HCM, SCM, CRM, Financials, Asset Management, Process Control, Project Management and Analytics to 40+ verticals on the most appropriate cloud model—public, private and community. Ramco focuses on providing innovative business solutions that can be delivered quickly and cost-effectively in complex environments. Globally, Ramco has over 150,000+ users from 1000+ customer organizations across 35 countries. The company currently has 16 offices spread across USA, Canada, Europe, India, Middle East, South Africa and APAC and employs over 1,800 employees.

CUSTOMER SPEAKS

“Our solution has given us the ability to capture vital information from our field operations through a single system, personalized exclusively for our operations”

“…. we are now able to share key information throughout our company, increase our efficiency and now have the tools to quickly gather information that is critical to key decision makers within the organization.”

Tony Quo Vadis, VP Finance Conair
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