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Columbia Helicopters, USA

## CUSTOMER BACKGROUND

Portland, OREGON based Columbia Helicopters Inc. is a world leader in helilogging, with operations ranging from Alaska to Florida and the rain forests of Southeast Asia. It has over 800 employees and a fleet of over 30 aircraft that include Boeing 234 Chinooks, Vertols, and Sikorsky CH-54s. In addition to logging, the company engages in petroleum exploration, film shooting and forest fire fighting.

Columbia Helicopters' heavy lift fleet is the largest in the industry dedicated to precision external load operations. It is also has an authorized repair station for select models of Boeing, Vertol, MD, Bell and Sikorsky.

## NEED FOR A SOLUTION

CHI firmly believes in using information technology to streamline processes and achieve their business goals. As a US aviation company, Columbia must comply with stringent FAA (Federal Aviation Administration) regulations. Columbia's fleet is serviced and maintained by their staff of licensed mechanics at Aurora, near Portland. The team has to manage the complexity of maintenance since the prescribed schedules for maintenance services for each of the 500 sub assemblies attached to an aircraft are different.

Components can have maintenance schedules in terms of Flight hours or cycles or even fixed time period. The parts are removed at site from the airframe based on their maintenance due dates and replaced with a serviceable component. The removed component is sent to the repair station at Aurora, serviced, and again rotated among the helicopters. Hence one of the critical requirements at Columbia is to monitor the life of helicopters and the sub assemblies, and optimise their maintenance activities so as to maximize flying time.

## OFFERED SOLUTION

The Ramco Aviation solution combines asset management features with the integrated functionality of an ERP. Ramco Solution consists of seamlessly integrated and self-consistent modules covering every area of enterprise management ranging from fleet maintenance to purchase, inventory, financials and human resources management.

Using the unique 'rotables and present value update' concept in Ramco Aviation, Columbia has created a hierarchy of rotables to track all the components

attached at various levels in the helicopters. Component life history is now easily monitored since the child equipment inherit the parameters of the parent equipment. By simply updating the Flight Hours and Cycles of the parent equipment (helicopter), the life of all the components attached to it is updated. The preventive schedules in Ramco Aviation help Columbia to plan the overhaul frequency of all rotables and schedule the maintenance tasks of the helicopters. Ramco's execution module equips CHI to record all work execution details of task along with parts & resources consumed, thereby allocating costs accurately.

The Purchase and Inventory modules support over 40,000 spare parts in addition to major components such as engines, rotor blades and gearboxes and ensure that the required spares and material are available to carry out maintenance on time. The Financial modules take care of accounting and costing needs of CHI.

## BENEFITS

- Increased aircraft availability using comprehensive preventive and work management features of Ramco Solution
- Optimum inventory levels and carrying costs by efficiently tracking of over 40000 Components
- Improved effectiveness of maintenance personnel since more time could be spent conducting maintenance, and less time is wasted searching for Information
- Tracking of costs is simple and more accurate Centralize IT management

## WHY RAMCO

Asset availability and safety are crucial requirements for an asset intensive aviation company like Columbia Helicopters. The Ramco Aviation solution offers comprehensive Asset Management functionality that address all the key MRO needs of Columbia Helicopters. The solution:

- Equips Columbia to adhere to operational and regulatory safety requirements
- Maintains the life and overhaul history of components accurately providing Columbia the flexibility to optimally re-use the components in different helicopters
- Empowers employees by providing access to appropriate information at the right time
- Is reliable and secure

## 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.

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## CUSTOMER SPEAKS

*“Maintenance is of critical value to us. Ramco provided us with the flexibility we needed and meets our critical requirements”*

**Scott McClure, IS Manager, Columbia Helicopters**



Global office locations:

**India**

Corporate Office  
Ramco Systems Ltd.  
64, Sardar Patel Road  
Taramani, Chennai - 600 113, India  
Tel: +91 44 2235 4510 / 3090 4000  
Toll-free: +1800 425 6667  
e-mail: contactramco@ramco.com

**North America**

Ramco Systems Corp.  
Crossroads Corporate Center  
3150, Brunswick Pike, Suite 130  
Lawrenceville, NJ 08648  
Tel: +1 609 620 4800  
Fax: +1 609 620 4860  
Toll-free: +1 800 472 6261  
e-mail: info-us@ramco.com

**Canada**

Ramco Systems Canada Inc.  
World Exchange Plaza  
45, O'Connor St., Suite 1150  
Ottawa, Ontario, Canada. K1P 1A4  
e-mail: info-us@ramco.com

**Europe**

Switzerland  
Ramco Systems Ltd.  
Lange Gasse 90, Postfach  
CH - 4020, Basel  
Switzerland  
Tel: +41 61 205 2525/2509  
Fax: +41 61 205 2590  
e-mail: info@ramco.ch

United Kingdom  
Ramco Systems Ltd.  
Exchange House  
494, Midsummer Boulevard  
Central Milton Keynes MK9 2EA  
United Kingdom  
Tel: +44 1908 255 989  
Fax: +44 1908 255 589  
Mobile: +78 81911231

Germany  
Ramco Systems Ltd.  
Lyoner Strasse 14 60528  
Frankfurt am Main Germany  
Tel: +49 069 6655 4485  
Fax: +49 069 6655 4100

**South Africa**

RSL Enterprise Solutions (Pty) Ltd.  
No. 5, Walnut Road  
2nd Floor, SmartXchange Building  
PO No. 1228, Durban - 4000  
South Africa  
Tel: +27 31 304 0911, 0918, 0928  
Fax: +27 31 304 3499

**ASEAN**

Malaysia  
Ramco Systems Sdn Bhd  
3 B - 15 - 7, Level 15 Block 3 B  
Plaza Sentral, Jalan Stesen Sentral 5  
Kuala Lumpur 50470  
Tel: +603 2260 3978 / 4978  
Fax: +6 03 2260 1978

Singapore  
Ramco Systems Pte. Ltd.  
10, Eunoss Road 8  
#13-06, Singapore Post Centre  
Singapore - 408 600  
Tel: +65 6743 1513  
Fax: +65 6743 1514

**Middle East & North Africa**

Dubai  
Ramco Systems Ltd.  
Suite 205, 2nd Floor, BT Building  
EIB-4, Dubai Internet City  
PO Box 500235, Dubai, UAE  
Tel: +971 4 3636784  
Fax: +971 4 3636785

Dubai  
Ramco Systems FZ LLC.  
Office No.111, Building No. EIB-04  
Dubai Internet City, Dubai

Sudan  
RSL Software Company Limited  
House number 306, Second Floor  
Block 21, Riyadh, Khartoum, Sudan

**Contact Office**

Abu Dhabi  
Ramco Systems Ltd.  
CERT Technology Park  
Block D - 15, Muroor Road  
Al Saada Street Junction  
PO Box 37973  
Abu Dhabi, UAE  
Tel: +971 2 4048642  
Fax: +971 2 4462050

**ramco**

For more information, you can e-mail us at [contact@ramco.com](mailto:contact@ramco.com) or visit us at [www.ramco.com](http://www.ramco.com)

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