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.

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