IMPROVED OPERATIONAL EFFICIENCY

One of the biggest drivers of business today is improved operational efficiency - shorter cycle times, lower costs, and the ability to handle additional work with no increase in staff

"Arigoo is able to listen to what we need and came back with a prototype that solve all our needs within a week. Flowtrix is quick to implement, comprehensive, easy to use and increases our productivity and effectiveness.."

Khoo Kee Swee,
Manager, Planning and IT,
Singapore Aero Engine Services Private Limited (SAESL) Pte Ltd

QUICK FACTS

COMPANY

Name: Singapore Aero Engine Services Private Limited (SAESL) Pte Ltd
Location: Singapore
Industry: Aviation
Products: Maintenance, Repair and Overhaul (MRO) facility for Rolls Royce Trent engines
Website: www.saesl.com.sg

SITUATION

- Business processes were manual and labour intensive
- Existing processes and systems were not sufficiently scalable, flexible and secured to support the increasing complexity and type of operational automation required as the company continued to grow and expand their operations.
- Unable to measure elapsed time in the current manual process, hence difficult to identify process bottlenecks

OBJECTIVES

- Lower engine service turn-around time
- Improve productivity within SAESL
- Improve compliance and accountability within individuals, sections and departments
- Minimize errors and improve data accuracy
- Knowledge retention and reusability in various subject matters

SOLUTIONS

- Flowtrix SQ
- Flowtrix e-Report Connector
- Flowtrix Mobile Connector
- Flowtrix Time Performance Monitor

BENEFITS

- Maximize and accelerate ROI with the automation of multiple business processes across functions using a single platform
- Reduce TCO with ease of maintenance and no additional learning curve for end users
- Easy and quick deployment for fast Go to Market

CHALLENGES

- Huge volumes of data integration requirements under secured mode.
- Scalable component design to accommodate future requirements
- Ease and speed of deployment required by the business user
- Integration to multiple third party components
- Convincing stakeholders to adopt the web based integration strategy over the existing manual mode of data transfer

RESULTS

- An integrated and intelligent workforce with information at their fingertips anywhere, anytime, anyhow
- Improved productivity from streamlined and automated business processes
- Improved engine service turn-around time

SAESL
A joint venture between Rolls-Royce, Hong Kong Aero Engine
Services Limited & SIA Engineering Company

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Improved Operational Efficiency

One of the biggest drivers of business today is improved operational efficiency - shorter cycle times, lower costs, and the ability to handle additional work with no increase in staff

The only constant in business is change. Simply driving cost and delay out of core operations no longer guarantees success. Efficiency remains critical in competing in today's business environment, but also the need to be agile, flexible and innovative. Companies need to take a holistic view of the enterprise, across organisational boundaries, in fact, the business's value chain is no longer confined within the company walls. Customers, suppliers and third parties have become an integral part of the end-to-end business processes defining the new extended enterprise.

Singapore Aero Engine Services Private Limited (SAESL) has successfully implemented Flowtrix which provides that holistic view.

Situation Analysis

Being a leader in the MRO industry, SAESL is constantly looking for new ways to drive their business, thus staying at the top of their competition became a primary task. In order to move on to the next level, a breakthrough is required and change is a fundamental element. The common understanding that the existing manual and silo way of working can no longer propel SAESL to improve on their engine turnaround time and improving on customer service. With the automation, improvement becomes achievable and measurements can then be put in place.

Key Deliverables

Automation of all business processes in the Engineering Department, Quality Assurance Department and follow by Administrative Department.

Employees are able to interact freely through their mobile devices where users are able to make informed decisions with real-time participation in the business processes. Customised reports can be provided quickly, easily and efficiently. Measurement of performance elapse time of key business processes enable the organisation to identify bottlenecks and drive improvement. Flowtrix is able to seamlessly integrate to SAESL existing system and infrastructure.

Framing Objectives

In order to achieve the best solution, framing of the project is required. Key objective for any MROs is to lower engine service turn-around time which directly impacts the profitability of the business.

With the current competitiveness of the MRO industry, to continue leading would very much depend on the continual improvement on SAESL's processes. Measurements of key business processes would be the starting point of any improvement. Thus, automation of SAESL key business processes would enable SAESL to leap frog in their drive to achieve higher productiveness, which is made possible through technology.

Flexibility, Simplicity, Agility.

Differentiate yourself from your competitors. Flowtrix empowers your organisation to build and roll out applications rapidly around your unique processes. It allows multiple solutions to be built on a singular platform, thereby increasing your business value and fortifying your unique differentiating quotient in your industry. You can offer better customer service and focus on your core strengths, in the process you can deliver fast, bigger and better with Flowtrix as your core revolution of your processes.

Flowtrix revolutionizes the standard SDLC in order to deliver bigger, better and faster business process automation solutions. A rapid development tool, the Flowtrix platform reduces the implementation cycle of any business applications by many-fold. Organisations are now able to achieve higher productivity as well as better measurement metrics of existing process faster than before.

Reduce Total Cost of Ownership (TCO)
Flowtrix enables you to implement a robust business process automation solution and allows you to leverage on the cost-efficient Wintel architecture to deploy multiple applications which cut across various business functions.

Organisations can benefit from:
- A user-friendly web-based portal. Arigoo's PortalNet is the centralized frontend interface for the end-users of your business application. Your users will only need to learn one user interface for various business applications that you roll-out and they will be able to interact with the system in no time.

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Take part in decision making. Anytime, anywhere, anyhow

As the aerospace industry evolves, compliance and accountability would become a de-facto in all activities and business processes. Thus, adopting a system that drives strong compliance will prepare SAESL to be ready for the future.

With the integrated system of data management, it helps to minimise error in interpretation and transfer of data among systems and individuals. Knowledge retention and reusability is enabled in various subject matters through the data management.

Solution

SAESL has chosen to deploy the latest solution - Arigoo Flowtrix SQ and also added on modules like Flowtrix e-Report Connector, Flowtrix Mobile Connector, and Cycle Time Performance Monitor.

Arigoo Flowtrix SQ, a business process automation solution that combines industry-leading analytics capabilities with a powerful business process automation platform providing a truly end-to-end solution. Flowtrix enables the users to translate strategies into actions, automate processes and gain insights to keep the organization nimble, informed and able to make best business decisions with full confidence, which gives the organization a competitive advantage.

Challenges

As with any other IT system implementation, the upfront challenge is the huge volumes of data integration required under secure mode. Flowtrix is able to provide a comprehensive set of security capability to manage these complex relationship. It also has a scalable component designed to accommodate future enhancement and changes.

Right from the start, major emphasis on change management and engagement of the users and stakeholders are the key directive of Arigoo's approach. With various successful implementation of similar softwares, Arigoo is able to take a strategic approach in engaging and communicating with the users and stakeholders from start to end which resulted in the successful implementation of this project.

Benefits

One of the key benefit is that it maximises the Return on Investment (ROI) with the deployment of multiple business processes across functions onto the flowtrix platform. Flowtrix in the long term helps to reduce Total Cost Ownership (TCO) with a common user interface across different modules. With Flowtrix being a complete end-to-end solution, SAESL can focus on automating and

- Ease of implementation. Contain the roll-out cost with a CPU-based licensing model. Arigoo offers a comprehensive CPU-based licensing model which can scale according to your business needs.

- Ease of management and maintenance. On the backend, managing your IT solutions has never been easier. Based on Microsoft's .NET architecture, your IT team need to be trained only once to able to support a variety of business applications.

Maximise Return on Investments (ROI)
Use Flowtrix to support your business processes across various business functions. You are now able to deploy multiple business applications and interoperate with your existing ERP/database infrastructure with Flowtrix as the core revolution in your processes. You will be able to reap the benefits of your investments in a BPM solution right away.

End-to-End solution on a singular platform
You require a solution, not a set of tools to solve your process automation issues. A standalone workflow engine, forms engine, business rule engine or a report engine is not able to achieve your requirements for a complete and integrated solution. Imagine trying to get five different tools to work together to fulfill your requirements. Difficult? Not if you power your business process with Flowtrix. Flowtrix offers a complete integrated solution out-of-the-box that takes your mind off these integration issues so that you can focus on the real challenge of automating your business process.

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improving business processes rather than integrating different capabilities from multiple product vendors, which saves time, effort and money in the journey for automation.

Key Performance Indicators (KPIs) can be put in place with the clear process flow to increase employees performance and evaluate their performance with. SAESL would be able to extract data to analyse and also plan ahead for future projections and providing key data information to customers, suppliers and sub-contractors.

A projection of 10% decrease in engine turnaround time and 15% increase in employees' efficiency, where the employees are currently slowed down with the manual process. With the savings in time, SAESL is able to take more business and increase profit margins when each employee are being optimized.
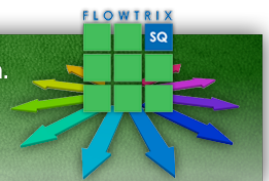
The End of the Journey

With the implementation of the business automation, SAESL is now able to measure the efficiency of processes. This huge undertaking has been delivered to plan on budget and is on track to deliver the projected cost savings and business benefits. Moving forward, SAESL can improve their processes according to the market changes.

"Arigoo is professional and took steps to consistently achieving the KPIs and getting the buy-in and deliver our project to its successful closing" says Khoo Kee Swee, Manager, Planning and IT.

As a result, SAESL has a new platform that is fully integrated which allows the organisation to seamlessly manage and create business e-processes, setup information databases, create reports, and at its core, allow us to bind this sea of data using the power of visual workflows.

Many capabilities, one single platform.
Learn once and deploy many...
The new age of application rollout