



QueBIT®

Formerly Applied Analytix, Inc.

CUSTOMER SUCCESS STORY
Aviation Services Industry

Aviation Technical Services, Inc.

True Costs at the Project Level are a Moving Target

ATS has been providing maintenance, repair and overhaul (MRO) services for commercial and military aircraft for more than 45 years. Today, ATS is home to more than 1,500 employees who work together to support a global customer base across three major business platforms: Airframe Services; Components Services; Engineering Services. ATS is headquartered in Everett, WA., and has expanded operations to Moses Lake, WA., Kansas City, MO., and Fort Worth, TX.

Addressing the Problem

Passenger and freight airlines use ATS to keep their airplanes in good working order. ATS wanted to keep their Finance Department in good working order as well, but was struggling. Essentially, ATS's profits are determined by how efficiently they can service a commercial jet. According to Lori Dawn, Assistant Controller at ATS, "Everything was Excel-based with too many linked spreadsheets. I couldn't trust the data. We needed quicker and more accurate information."

ATS wanted the ability to look at a myriad of What-If scenarios. If a project was behind schedule, for example, was it better to use more in-house contractors or pay employees overtime? Contractors cost ATS more on a fixed rate per hour basis but don't incur benefits or any premium for overtime, while employee overtime is expensive but it may take less time to complete the job using long-term employee expertise. Clear and timely answers to these critically important questions were difficult to obtain.

Why IBM Cognos TM1?

"QueBIT met with us and was able to shortcut the selection process by showing our team how our world would look in

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**AVIATION
TECHNICAL SERVICES**

"QueBIT's in-depth knowledge of TM1 has given us very fast, versatile access to reliable data."

— Don Cook, CFO





their recommended platform. None of the other vendors were able to accomplish this. It said a lot about QueBIT's understanding of our requirements and it also helped us to visualize how our business would look in the Cognos TM1 platform. That was a huge benefit to us," said Dawn.

The Implementation

QueBIT took the lead on the deployment, understanding that the ATS staff had a "day job" to accomplish as well. The standard project methodology is to involve the customer as much as possible, and then hand off pieces that can be done more quickly and cost effectively by the customer as the project progresses. At ATS, costs were kept under control through clear timelines and deliverables to help manage down time. QueBIT consultants understand how disruptive and costly implementations can be, so meetings with ATS staff were limited to significant milestones. This kept the cost reasonable and the project moving forward.

QueBIT Delivers Results

The result at ATS is a Cognos TM1 system that allows them to forecast and analyze revenue, cost, and profitability by airplane and by carrier so they know exactly where they are making money. Because Cognos TM1 now takes into account the various components of cost (labor, overhead, parts, etc.) and revenue (maintenance, materials and services), ATS has all the flexibility they need for accurate forecasting and timely analysis. Lori Dawn concurs, "**The biggest thing is reliability. We now have a single stable source of information that's easy to manage. Before TM1, there was always something wrong with the information that was published.**"

ABOUT QueBIT Consulting

Since 2002, QueBIT has been driven to help organizations to improve their ability to make intelligent decisions that create value. Astute decision makers learn from the past in order to manage the present, predict the future and take prescriptive actions. This is why we're resolute in our commitment to excellence in business analytics strategy and implementation.

Working with QueBIT

"Whenever our team is discussing specifics about our industry, QueBIT just gets it. Their team understands why certain questions are being asked. They understand the business perspective of the whole thing, and not just how to do rules in TM1. That's a huge deal when I'm trying to figure out how to roll out a program, whether I should make a certain change, or the best way to approach an issue. When we were simplifying our model, it went really well. They are very knowledgeable, and very responsive", says Dawn.

"I am now empowered to complete a forecast in hours as opposed to weeks. If the CFO requests a forecast containing P&L within a day, I can deliver."

— Lori Dawn, Assistant Controller

A BRIGHTER FUTURE AT ATS

With TM1, ATS is empowered to soar to new heights. They are now faster, smarter, and more efficient. The IBM Cognos TM1 solution has proven effective on more than one front. The executive team at ATS wanted to hire additional Finance employees to handle the coming expansion as described by Lori Dawn, "Traditionally, I would have needed additional employees given the complexity of our business, but it just wasn't necessary with TM1. You can imagine how happy the senior executives were when the solution essentially paid for itself." With Cognos TM1 in place, ATS indeed has a bright future.

Are you ready for your company to soar? Let us show you how. Call us at 1-800-QUEBIT1 or email contact@quebit.com.