

SUCCESS STORY

ATR

Transforming global Aviation service delivery



Total re-engineering of both technology and process transforms the way in which a leading aircraft manufacturer manages a key revenue stream

Aircraft manufacturer ATR sought to implement a SAP solution as a critical enabler of improved spares provisioning, supplier performance and customer ordering to support better service delivery.

The Challenge

ATR is one of the world's leading aerospace companies and the largest manufacturer of regional aircraft. Its planes are in use with around 180 operators in more than 90 countries.

Like all companies in today's tough economic climate, ATR recognises the value of good customer service. For ATR this extends to its spares business, which makes a valuable contribution to the on-time performance of its customers' flight operations.

However, with more than 230 suppliers providing product to the spares business, ATR faced a number of service challenges. It needed to gain a better view of customer needs to ensure availability of spares 24/7, improve supplier performance and address difficulties in managing technical data.

ATR's solution was a project known as ASTRE (ATR Spares Total Re-Engineering). This rested on the implementation of a SAP solution, as well as significant changes in ATR spares management and logistics process.

Key Points

- Roll out and integration of SAP solution involving both internal teams and global suppliers
- Worldwide integration of all spares and service activity within a single system
- Accurate, relevant information supports improved customer service 24/7

Our solution

Technology-enabled services provider Sopra Steria was awarded the contract to support ATR's strategically important ASTRE programme. Sopra Steria has both extensive experience in the aviation industry and a compelling SAP offering.

Working closely with ATR's own project team, Sopra Steria was responsible for all phases of the SAP implementation: design, development, testing, MIP (move into production), and training.

The solution was implemented as an integrated solution for customer ordering, spares provisioning, repairs, logistics and warehousing. Sopra Steria took responsibility for the integration of these processes within the SAP system.

The solution also incorporated an alert management system supporting improved anticipation of customer demand and better communication between all parties.

How we worked together

Sopra Steria recognised the strategic importance of the ASTRE project to ATR as an enabler of future economic growth. To this end, the Sopra Steria team worked on site at ATR's premises, with additional resource provided offshore for development.

Communication at executive-sponsor level within ATR was complemented by regular project and operational meetings to keep the project plan on track.

The project plan also involved ongoing communication with representatives from ATR affiliates and partners, such as DHL, Sogerma and Airbus. All ATR employees received a regular newsletter to ensure their understanding of ASTRE's strategic importance.

The early identification of a single point of contact from within ATR for each of the project's 14 functional domains was a key success factor. These included technical data, logistics, commercial management, stock management, sourcing, etc.

Each point of contact worked closely with a highly experienced Sopra Steria IT consultant. Together they took responsibility for a group of end-to-end processes and improved or implemented them in the SAP system.

The project team identified three key goals:

- Implementation of an efficient solution covering the full range of ATR customer service activity
- GO LIVE without any operational disruption
- Deliver the best cost effective solution adapted to ATR activities.

These objectives were met with a range of project management tools and actions. For example, data cleansing was performed in detail on the full range of functions within scope and four data migration simulations ensured ultimate migration success

ATR manages Flight Hour Service (FHS) contracts with 34 operators, for whom services are billed according to the number of hours flown. Sopra Steria added further value to this project by integrating FHS contracts in SAP. This required a long-term reengineering phase involving ATR's commercial, legal and contract administration teams.



About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development, Infrastructure Management and Business Process Services.

Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

With 37,000 employees in over 20 countries, Sopra Steria had pro forma revenue of €3.4 billion in 2014.

“ This project has been a success and has been achieved thanks to the high level of investment and involvement deployed by project team, both on the ATR and Sopra Steria sides ”

LAURENT BESOMBES,
ATR Spares Support Vice-
President

Results and benefits

ATR is successfully operating an integrated SAP solution for customer ordering, spares provisioning, repairs, logistics and warehousing.

Among the key business benefits accruing are:

- Relevant, accurate and real-time information supporting the 24/7 availability of spares
- Improved anticipation of customer requirements
- Worldwide integration of FHS services across ATR HQ, foreign subsidiaries and service subcontractors provides global information clarity
- Improved billing, legal reporting and contract analysis enhances management profit information.

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