



PILATUS PC-12 NG



Pilatus PC-12 NG Cockpit



Pilatus PC-12 NG

Pilatus Business Aircraft

Ranked for the 12th year in a row by Professional Pilot magazine as providing the best customer service for business turboprop aircraft, Pilatus Business Aircraft Ltd, a wholly owned subsidiary of Pilatus Aircraft Ltd, was founded in 1996 to provide completions, marketing, sales, and service for Pilatus PC-12 aircraft in North and South America. A global network of authorized PC-12 service and satellite centers also supports Pilatus Business Aircraft customers.



www.pilatus-aircraft.com

Achieving World-Class Customer Service Programs

Pilatus Business Aircraft pinpoints Quantum MRO & Logistics software as the foundation of its customer service programs

The Challenge

While establishing its benchmark customer service programs, Pilatus determined its accounting system did not have the flexibility and scalability to accommodate the Company's broad business needs. So the search began for aviation-focused software that would adapt to their specific requirements for production, parts and sales purchasing, and warranty management. Ideally the new software would also provide digital maintenance tracking, reliability and other services such as hourly cost maintenance programs to meet the aircraft management needs of Pilatus' customers.

The Solution

Pilatus Business Aircraft selected Component Control's Quantum MRO & Logistics software to be the platform for managing its aviation-related operational processes. Component Control partnered with Pilatus Business Aircraft to develop Quantum's Aircraft Maintenance and Warranty modules to complement the existing Quantum capabilities and integrate service and work data across their facility. To further expedite parts sales to its network service providers, Pilatus also leveraged the Quantum Parts Search App, an app that is embedded into their corporate website which allows 24/7 online search

access, and the ability to send RFQs and purchase orders for Pilatus' certified parts.

With Quantum Aircraft Maintenance and Warranty, Pilatus Business Aircraft is able to offer optional digital maintenance tracking to their customers and facilitate the industry's fastest warranty processing service, posting credits within 7 days. Overall, the Quantum system at Pilatus provides tracking and traceability to birth, addresses regulatory requirements management, and manages all MRO services from engines, to interior modifications and avionics.

"Choosing Quantum software in 2001 to be the platform for administering our customer service programs was a great investment for our company. This is as verified by our status as a world-class customer service provider" confirmed Piotr "Pete" Wolak, VP Customer Service, Pilatus Business Aircraft.



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