

# digital aviation solutions gateway

## Case Study - Situation

Intricate processes within the aviation industry consist of deep interlinkages between diverse functional departments and entail complex information gateways. Digital solutions developed for the aviation industry have evolved over the years to address the requirements of stakeholders across the value chain. However, it is now becoming evident that the pace at which the aviation industry is evolving is not in step with the pace at which technology advancements in the digital solutions industry are occurring. This presents both challenges and opportunities for the industry to identify, assess and prioritise so as to create the necessary unique solutions that align with the direction of progress. The challenge lies in the fact that addressing aviation industry challenges through use of digital solutions requires deep knowledge of the industry as well as robust digital solutions expertise and technology stack experience. This study covers two organisations, the first, a large after-market parts trading organisation and the second, a leading lessor. Both were facing significant challenges regarding the maintenance and upkeep of legacy solutions resulting in organisational inefficiencies which they recognised as needing to be addressed.

## Remedy

With over 15 years experience servicing the aviation industry, Acumen has acquired substantial domain expertise in diverse areas of the industry, from technical asset management; commercial lease management; asset valuations; engine maintenance management, and CAMO operations. Complimenting this domain expertise, Acumen's Digital Business vertical is comprised of experienced software developers, product managers and domain experts. Equipped with this strong competitive advantage, Acumen deployed an extended support team for each customer. Following a detailed analysis of the customer requirements and user expectations, Acumen was able to provide custom-fit solutions to each customer. In each case, working closely with the customer's core management team, Acumen allocated a team of domain experts to undertake a viability study of their existing systems, establish areas of operations which needed custom digital solutions and provided a detailed recommendation report with actionable intelligence to address any shortcomings. For the large lessor, Acumen provided a dedicated team of developers to help in maintaining and updating the legacy software platform while addressing the user requirements as and when reported to the team, essentially assisting in upgrading the system functionality, progressively.

## Outcome

Both customers were able to achieve better operational efficiencies at scale and maximise their opportunities, realising financial gains. Acting as a true business partner and keeping the customer's business interests in mind, Acumen's team was able to propose optimal solutions to the customer which achieved desired results at lower costs and timelines. Most importantly, an extended team with core expertise in digital transformation empowered the customers to place enhanced focus on their business goals without divesting their own precious time or effort on addressing these challenges.



CONTACT US **TODAY** for a **free** consultation

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DIGITAL TRANSFORMATION SERVICES



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01

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02

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03

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04

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05

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06

offering complete  
**DIGITAL ASSET MANAGEMENT**  
solutions

