



Order Management Services: Supporting the aircraft lifecycle



Value-added services: We offer full repair and purchase order management operations services.

Personalized and dedicated support centers: Because customer satisfaction is our first goal, a worldwide network of qualified experts ensures we reach high-performing logistics management. Additionally, each customer has his dedicated support center to facilitate communication and provide the best service.



Big data solution: Our online tool CARLA is a collaborative and proactive application to perform order management operations and to help communication between all parties. It also provides to our customers worldwide and real-time visibility on active orders and shipments.

Your need, our know-how:

Order Fulfillment & Reconciliation (PO):

- Line / split line management
- Qty / split qty management
- Order Delivery & reconciliation

CRCT Optimization (RO):

- Quoting Process Follow-up
- Chasing ARCD (preventing repair TAT from overshooting)

Performance & Optimization:

- Transportation strategy (most economical vs. Due Date driven)
- KPI reporting
- Vendor performance reporting

Freight Forwarding:

- Transportation and Integration (Fedex, UPS)
- Transportation optimization

Visibility:

- Reconcile order data with shipment data
- One-stop tool to track & trace orders/shipments
- Reporting

Our innovative solution allows our customers to manage and monitor:

- Purchase Orders flow from creation to Consignee delivery
- Repair Orders flow from creation to Repair Shop repair, and from Repair Shop after repair to Consignee delivery



CARLA

At a glance, determine and prioritize the Orders and Shipments according to their status and Lead Time thanks to the traffic lights system.



Order Tracking

Real time visibility on orders and shipments through 1 platform: CARLA.

Order Desk

Worldwide experts to deliver tailored-made Customer Service.

Live communication for all actors via the message center.

BI & Dashboard

Report downloading for performance reviews and Dashboard features.

Re-focus

Let us do the order management work so you can focus on the activities that bring value to your business.

Make Savings

End-to-end control of the order fulfillment process reduces the number of upgrades.

Switch from fixed cost to variable cost (pay by the activity)