

aircraft IT

MRO

V6.1 • MARCH-APRIL 2017

THE DIGITAL DIFFERENCE

Digital capability for differentiation

DATA TRANSITION

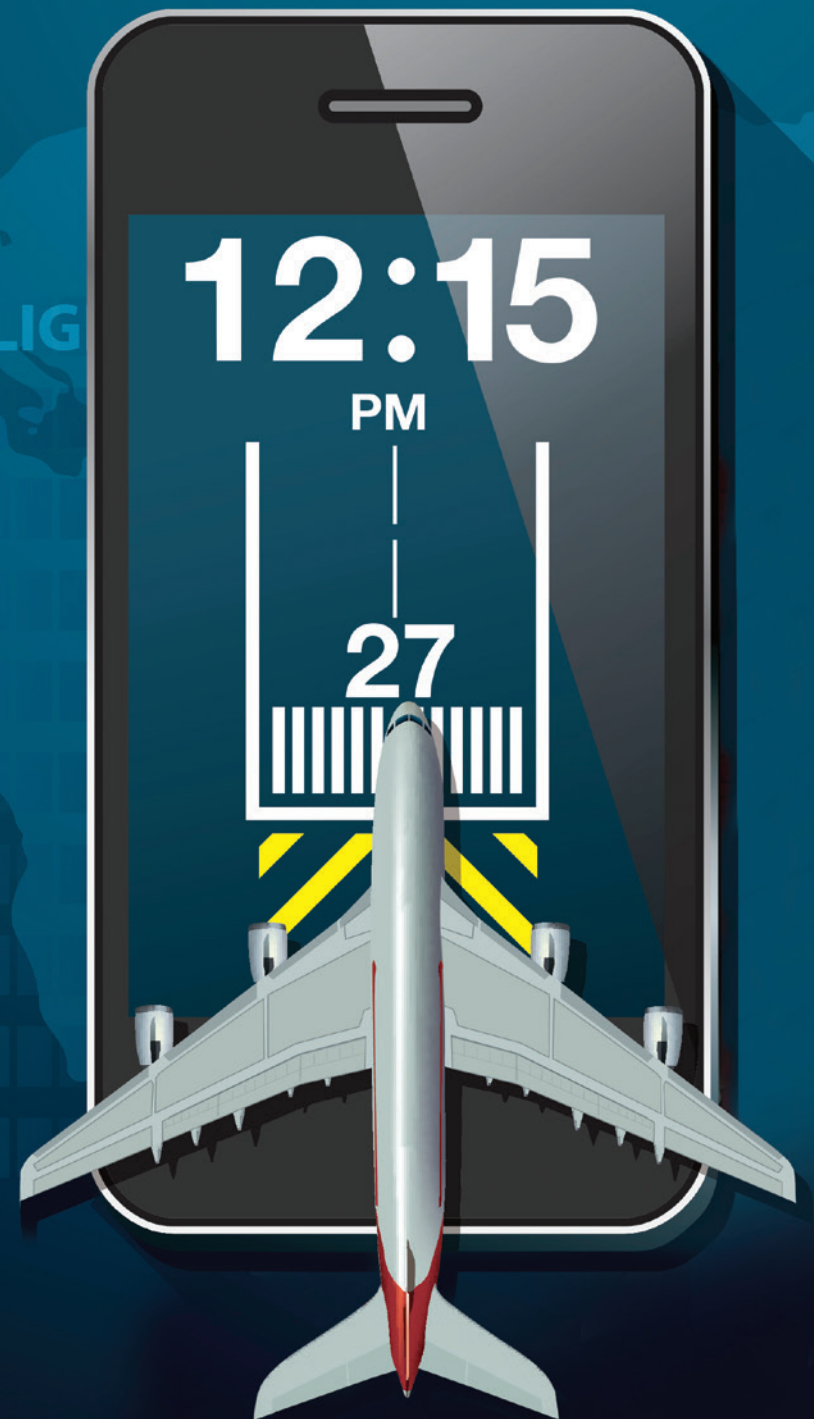
Migration to a new system works better with the right tools

IDEAS FROM OUTSIDE THE BOX

Aircraft and Cruise Ships: common challenges, shared solutions

CRYING FOR HELP

Machines can tell us how they are but we need to know their language





Adrian Ryan shares the motivation and focus that have driven success for FLYdocs maintenance and leasing focus



Adrian Ryan originally founded FLYdocs in 2009 but it took a few years exploring several markets and for technology to advance before the software was born. Back then, the small team had the seed for an idea that would transform the way aircraft were traded. The first two years were spent on developing FLYdocs' core functionality. Ryan was striving to build a highly advanced, cloud based, digital transaction-oriented records, data and aircraft trading product that had all of the supporting back office infrastructure to help people get there. First sales activity of FLYdocs started via word of mouth in 2011 but formal commercial sales activity started in early 2013. Since then, the business has grown rapidly to become the biggest and most advanced player in its market. Today, FLYdocs is a groundbreaking and disrupting, expanding international software business, powering innovation and advancing technology in the aviation industry. With the world's most advanced aircraft data and records management platform at the core, the global team helps Airlines, Lessors, OEMs and MROs avoid penalties and protect asset value while heavily supporting airworthiness for all users globally.

AIRCRAFT IT: Your name, your job title and the name of the business?

ADRIAN RYAN, CEO, FLYdocs

AIRCRAFT IT: How did FLYdocs get started?

AR: FLYdocs was started after seeing that most airlines, lessors, MROs etc. were still working with old-fashioned paper-based processes instead of taking advantage of what technology has to offer. After significant market research, it was clear that the leading providers at the time were not offering a solution that really solved these challenges, so we decided to create a platform that does.

AIRCRAFT IT: What is the attraction of aircraft related IT?

AR: There is so much untapped potential. The MRO documentation and data process within the aviation industry is still, in large parts, paper-based. This fact made us strive for a solution that significantly reduces the complexity of current documentation processes. Most of the technology in aviation is on the aircraft or asset; there's very little in the back office. FLYdocs disrupts that approach, bringing advanced technology to the back office.

AIRCRAFT IT: What is the guiding business principle that drives FLYdocs?

AR: We have an ethos here at FLYdocs – our way of working focuses on flexibility, service, delivery and care. This approach is often forgotten in business today, but ultimately it's the human element of relationship building that leads customers to really want to work with you. The

software we developed is web-based, intuitive and based on the user's needs. We do not spend years of developing features we expect our customers to find useful — we involve them in the product development.

AIRCRAFT IT: What has been FLYdocs greatest IT achievement to date, and why?

AR: We have completely revolutionized the way aircraft are now being traded. Everything we do is paperless, digital and fully electronic. No-one else can do what we do in the marketplace and with our huge BIG DATA engine underpinning all new development, the data analytical aspects of our platform and the data automation functionality are now being openly recognized as game-changers.

AIRCRAFT IT: What has been FLYdocs' greatest business achievement to date, and why?

AR: We totally disrupted the global market for records, data and aircraft trading. To do this within seven years to the extent we have is something we are very proud of. Looking ahead, the next seven years will see even more dramatic change in the marketplace as we power ahead with our platform towards global standardization via FLYdocs.

AIRCRAFT IT: In a sentence, how would you summarize what FLYdocs does for aviation customers?

AR: FLYdocs delivers! Be that massive cost savings, huge efficiencies, cutting edge technology, great service and a willingness to solve the problems that challenge our user and customer base every day: we are here to deliver and we absolutely do.

"Our new roadmap sees us rapidly accelerate lots of development areas, including mobile, predictive functions and much, more."

AIRCRAFT IT: What is new on FLYdocs development horizon?

AR: We're about to double the size of the FLYdocs platform over the next 12-18 months. Our new roadmap sees us rapidly accelerate lots of development areas, including mobile, predictive functions and much, more. Our digital documentation and signature options have also started to come into their own, with major back-office processes being replaced by FLYdocs fully paperless options.

AIRCRAFT IT: What will be the next big thing in Aviation IT?

AR: Using data and platform automation to dramatically reduce spend...

AIRCRAFT IT: What do you want your customers to say about FLYdocs?

AR: Our customers would say that we are a highly intuitive, service-led business who values relationships, flexibility and superb delivery above everything else. We are trusted, valued and deliver — every time. Our platform is now industry leading and will only accelerate forward from here.

AIRCRAFT IT: Adrian Ryan, thank you for your time.