The Sky is the Limit for Air Carrier with Strong Foundation for Growth

GLOBAL AVIATION HOLDINGS

ABOUT GLOBAL AVIATION HOLDINGS

Global Aviation Holdings, through its wholly-owned subsidiaries World Airways and North American Airlines, is the largest commercial provider of charter air transportation for the U.S. military, and a major provider of commercial global passenger and cargo air transportation services.

PROJECT HIGHLIGHTS

With the help of KTL Solutions, Global was able to:

- Implement a world-class ERP system fully integrated with their industry logistics solution.
- Replace inefficient processes with disciplined business procedures.
- Reduce inventory and maintenance costs through comparative data analysis.
- Build the foundation for future technology improvements like SharePoint for employee communications and document management.

Put Yourself In Position to **SUCCED**

When Global Aviation Holdings (Global) needed to replace its legacy, custom-built ERP system to support growth, they chose Microsoft Dynamics GP. When they needed to replace their technology partner, they chose KTL Solutions. The payoff has come through increased efficiencies in operations, discovered through effective business intelligence and improved business process.

Improving business processes to support growth

The 2,000 pilots and flight attendants who fly cargo and military personnel safely to their destinations count on internal support to manage complex logistical and maintenance demands. As the organization grew, the decision was made to replace the aging custom-built financial management system with Microsoft Dynamics GP. A key requirement for success in their technology evolution was tight integration with Ultramain, the aviation maintenance and engineering software managing logistics for Global.

Agile plans and aggressive timelines

Not all technology implementation projects go smoothly from the start. With the purchase of Microsoft Dynamics GP, the Global project team had engaged a qualified Microsoft partner. Unfortunately, that initial partner was not able to deliver the caliber of services that the Global team required.

Bringing experience earned in the aviation industry, the KTL Solutions team was able to quickly reassess the requirements and adjust the implementation plan to rescue the project. The false start forced an aggressive timeline, but KTL Solutions committed to getting the job done on time and within budget.
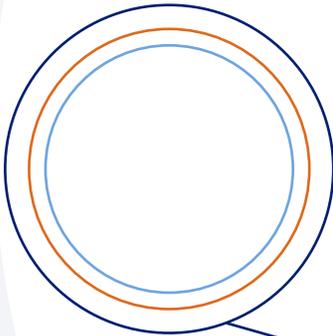
KTL SOLUTIONS SET AND SYSTEM SOLUTIONS

KTL Solution Set
- Microsoft® Dynamics® GP
- Microsoft® Dynamics® SL
- Microsoft® Dynamics® CRM
- Microsoft SharePoint
- .Net/Azure Development
- Industry ISVs

KTL System Solutions
- Financial and Accounting
- Operations
- e-Commerce
- Workforce Management
- Business Intelligence
- Custom Development
- System Integration

A critical component in the KTL Solutions plan was the design of the chart of accounts to maximize the value of the Dynamics GP Analytical Accounting module. That design led to operational insights that allowed Global Aviation to realize significant savings.

Operational insight and process improvements
As part of the project, KTL Solutions developed the mapping into the inventory audit controls from the Utramain logistics system. Through Analytical Accounting, fleet and department costs are tracked and analyzed to identify opportunities to improve efficiencies. As a result of their ability to evaluate comparative data, Global was able to consolidate inventory and maintenance facilities to save the company significant money with no reduction in service.

Supplementary outcomes from a successful ERP implementation should include improved business processes leading to increased employee efficiency. As Global's Sr. Business Analyst, David Trice said, "We are all creatures of habit – change is difficult. With KTL Solutions help, we were able to help employees transition to the new system and improve their work processes. KTL Solutions helped us replace informal practices with disciplined procedures."

Training and ongoing learning opportunities
Trice says, "We never have enough training. You cannot put a price tag on the value of education. Helping our users adjust to any new system through training and documentation is critical to success." The KTL Solutions team provided classroom and ongoing training specific to the Global system to ensure the relevance to each employee.

> **"KTL continues to help us improve efficiency, bringing best practice recommendations to our teams." – David Trice, Project Manager/Sr. Business Analyst for Global**

Trice has attended Convergence, the annual Microsoft Dynamics Users Conference and the regional KTL Solutions Users Conference to build his knowledge of the Dynamics system and learn from other users. "It's incredibly valuable to network with other users to find out how other organizations are using new versions and additional technologies, like SharePoint. It is helpful to work with someone who has had the experience — with insights that only a user can have," notes Trice.

KTL Solutions brings business expertise to projects
The KTL Solutions team was able to meet the requirements and deadlines for Global Aviation because of their unique knowledge of Dynamics GP and business process best practices. Find out how KTL solutions can transform your organization. Visit our website at www.ktlsolutions.com or call 866-960-0001.

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