

SURVIVAL-ONE USES OPS™ TO STREAMLINE SUIT RENTAL OPERATIONS**Background**

Survival-one, part of the Survitec Group, is the leading global provider of cold water survival water solutions to military forces, emergency services and oil and gas operators around the world. As part of their service provision, Survival-one also offers a survival suit management and rental service with excess of 40,000 suits in global circulation.

With its headquarters based in Aberdeen, Survival-One employs a total of 200 staff across 14 international operational and services bases across 4 different continents.

The Challenge

Following a merger in late 2004, the company realised that the patchwork of legacy business systems used to manage and track the rental suit operational activities were inefficient, non-scalable and too limited in terms of functionality and flexibility.

One of the main requirements was that the replacement system should be a tool for process improvements and provide instant and direct access to business critical information. Another important requirement was to ensure that rental income from late and non-returned suits were accurately captured and automatically invoiced.

After scanning the market place within UK and Europe for an appropriate solutions vendor, Survival-One selected C-SAM to design, develop and implement an integrated suit rental management system, which could be accessed via the network and remotely via the web.

The Solution

To begin with, C-SAM conducted a preliminary study of the main business processes, ensuring that the results of their analysis accurately incorporated Survival-One's distinct internal terminology into their new and streamlined operational workflow.

By using familiar terminology and limiting any unnecessary organisational disruptions to a minimum the project sponsors and end-users were able to quickly visualise their new work flows, allowing

them to effortlessly refine their requirements during a series of C-SAM hosted workshops, which were attended by Survival-One end-users and functional specialists.

C-SAM's unique design and delivery approach reduced Survival-One's exposure to business risk and significantly reduced the design to delivery cycle to three months with a solution that encompassed training and the following core components from OPS™:

- Asset rental & tracking
- Inventory
- Contract management
- Preventative maintenance & repair
- Invoicing
- Fixed asset register

To further reduce administrative burden, C-SAM also provided seamless interfaces with 3rd party applications and devices, including Vantage POB system and bar code readers.

Benefits

Prior to implementing OPS™, operations personnel would daily spend up to 4 hours cross referencing paper-based flight passenger lists and manually allocating suits to persons-on-board. As a result of implementing OPS, life is much easier for Survival-One's operations staff. With direct access to up-to-the minute electronic passenger lists and personal details, operations are able to ensure that appropriately sized survival suits and ancillary equipment are instantly dispatched to the right location at the right time.

In addition to a reduction in man-hours spent in preparation for daily flight suit requirements, OPS enables Survival-One to track every survival suit, no matter where it is in the world and quickly identify when suits need to be replaced or require routine maintenance and washes.

Furthermore, OPS™ enables Survival-One managers to effortlessly produce management reports to monitor business performance across divisions without having to involve someone else in collating or preparing the reports.

Head of Operations – Aviation, Peter Jones comments; "it is a major and vitally important task to keep track of our 40,000 survival suits when they are out on hire to a wide range of international clients. OPS™ greatly enhances our ability to manage our assets no matter where they are being used and supports us in ensuring that they are being used to their full potential."

The future

Summary of project deliverables

- Business process analysis, mapping and design
- Business performance module
- Customer relationship management module
- Supply chain management module
- Project management module
- Interfaces with 3rd party applications and devices such as Vantage flight booking and barcode readers