



Customer Story

Aerospace Industry

Aerospace

Inflite Engineering reduces IT costs by more than half with PowerTerm WebConnect



The aerospace industry is very a competitive environment, in which both operational efficiency and cost efficiency really matter. Businesses in this sector rely on a range of industry-specific applications to support their operations. They demand high standards of application reliability and performance to help them operate efficiently – but at the same time, look to IT to deliver sustainable cost reductions.

A leading provider of aerospace components and services, Inflite Engineering Services Ltd has successfully improved its business applications and reduced costs through the use of PowerTerm WebConnect. In the first twelve months alone, the company cut IT costs per user by more than half and gained £100,000 through tangible IT savings.

“The deployment of PowerTerm WebConnect has enabled us to reduce our annual IT expenditure by £100,000 in the first year alone. We calculate that we have reduced the IT cost per user by more than half from £180 to £79.”

David Wilkin
Information Services Manager
Inflite Engineering Services Ltd



INDUSTRY
Aerospace

CUSTOMER
Inflite Engineering Services Ltd

PRODUCT

Ericom® PowerTerm® WebConnect Enterprise

CHALLENGES

- Reduce the cost of IT ownership
- Improve the reliability and performance of desktop IT
- Provide a Windows-based platform for the deployment of new business applications

SOLUTIONS

- Select PowerTerm WebConnect Enterprise
- Roll out the solution to 150 desktops across 8 sites
- Handle more support and maintenance tasks remotely

BENEFITS

- Reduced the IT cost per user from £180 to £79
- Achieved sustainable annual savings of £100,000 in the first year – a figure that is expected to increase to £200,000
- Reduced network traffic levels and removed the need for a network upgrade
- Paved the way for the deployment of new applications that improve business efficiency
- Improved IT department efficiency and productivity

“Reduced annual IT costs by £100,000”

The IT systems at Inflight Engineering Services Ltd were in urgent need of an upgrade. In some parts of the business, Inflight still used old, green-screen applications and these were preventing employees from working efficiently. “Modernisation of these applications was long over-due,” explains David Wilkin, information services manager at Inflight. “We needed the flexibility and functionality of Windows-based applications across all our divisions.”

But cost was a big concern for the company. Its ongoing support and maintenance expenditure was very high and, before it could start to develop and deploy new applications, it first had to put in place a new desktop infrastructure that would enable it to significantly reduce its annual IT expenditure. It had to get costs down — and keep them down.



A NUMBER OF PRIORITIES

Lower cost of ownership was undoubtedly the company's primary requirement for its new IT system. However, Inflight also had a number of other priorities.

The aerospace industry is tightly regulated by a range of different organisations, and everything that Inflight does is subject to careful scrutiny. In particular, the company has to be able to provide audit trails for every single aircraft part, including each individual component, right the way down to the raw materials. “In the event of an aircraft disaster, we would have to be able to deliver this audit information in an instant,” says Wilkin. “It is therefore very important for us to have reliable systems that are available 24x7.”

In addition to system reliability, speed was another absolute prerequisite for Inflight. Its aging systems consistently provided very poor response times. “It used to take quite a few seconds before

responses to enquiries were generated,” says Wilkin. “There were also often ten to twelve process steps required to complete very simple, routine tasks like raising purchase orders.”

The new IT systems had to address these issues by supporting more efficient processes and delivering improvements in productivity. “It's very expensive to keep an aircraft on the ground, so our speed of turnaround is very important,” explains Wilkin. “If we cannot source parts quickly, scheduled maintenance works can be delayed. This not only plays havoc with our aircraft hangar scheduling, but can result in revenue losses for our customers. And this is simply unacceptable.”

A SINGLE DESKTOP SOLUTION

From an initial list of fourteen potential products, Inflight drew up a shortlist of four solutions and carried out a series of bench tests across different sites over a period of 30 days. “Ericom offered a single desktop solution that

was easy to manage across multiple sites,” says Wilkin. “In our evaluations, we identified that PowerTerm WebConnect had the greatest potential to deliver a lower IT cost per user.”

PowerTerm WebConnect is a server-based computing solution that provides flexible and secure enterprise-wide access to business applications based on virtual desktops, terminal servers and legacy computers. Centrally managed, it enables companies to reduce IT complexity and desktop management costs.

Wilkin is confident that Inflight made the right decision in selecting PowerTerm WebConnect. Initially, the company rolled out the solution to nearly 150 desktops across all parts of the business. Then, after PowerTerm WebConnect had been in use for twelve months, Inflight prepared a number of ‘before and after’ cost analyses to verify that its anticipated savings had indeed been realised.



A CLEAR COST ADVANTAGE

Inflite's calculations showed that the company had reduced its annual IT costs by £100,000 in a year. This saving stems from a number of areas including:

- Reduced staff in the IT department
- More efficient support and maintenance processes
- Better software licence management

Following the installation of PowerTerm WebConnect, Inflite has been able to reduce staff in its IT department by 20% and work much more efficiently. In the past, whenever Inflite wanted to upgrade an application, it had to actually visit more than 150 PCs dispersed over seven separate sites across the UK. "System upgrades frequently took around two weeks and involved lots of travel," recalls Wilkin. "Now, with PowerTerm WebConnect we can do the task in ten minutes."

Inflite has also made savings by reducing its software licence costs. The company uses Ericom's application broker software to manage its licenses and, as a result, it only has to purchase a license for each desktop, not one for each user. "This strategy has saved us in excess of £18,000 in Microsoft licenses alone," comments Wilkin. "We are reducing costs all the way down the line."

He says: "The deployment of PowerTerm WebConnect has enabled us to reduce our annual IT expenditure by £100,000 in the first year alone. We calculate that we have reduced the IT cost per user by more than half from £180 to £79."

A WIDE RANGE OF BUSINESS IMPROVEMENTS

As well as delivering cost savings, the implementation of PowerTerm WebConnect has also paved the

way for the introduction of much-needed new business applications. "In the IT department, we are now able to make better use of our time to deliver improved business solutions, rather than simply propping the business up," says Wilkin. "We have been able to develop and deploy new Windows-based applications that can really help the business to move forwards."

“By the end of the second year, I expect the figure for our total cost savings to have doubled to £200,000.”

*David Wilkin
Information Services Manager
Inflite Engineering Services Ltd*

The company has recently acquired a business on a separate site, and it plans to roll out PowerTerm WebConnect to additional users there. The IT team will be able to deploy the new systems quickly and easily, as it can set up new users and lead user training – all without leaving the IT department.

Wilkin says: "PowerTerm WebConnect is contributing indirectly to a wide range of business improvements and efficiency gains across the whole organisation, because it is enabling us to deliver better business applications."

A COST EFFICIENT FUTURE

Inflite doesn't expect its cost savings to stop at £100,000. As it rolls out its new business applications and makes further efficiency improvements, it anticipates that it will further reduce costs in the IT department. "By the end of the second year, I expect the figure for our total cost savings to have doubled to £200,000," says Wilkin.

The use of PowerTerm WebConnect has also enabled Inflite to defer other planned IT expenditure. Prior to the implementation of the Ericom solution, Inflite had planned to upgrade its networking infrastructure and had allocated budget for this project. However, when PowerTerm WebConnect went live, the company discovered that the Ericom solution had reduced network traffic and improved its network performance.

"We were able to stave off a network infrastructure upgrade that was due to cost £100,000," says Wilkin. "In fact, we have a lot more users on our network now than before, and still there is no need to upgrade it."

He concludes, "PowerTerm WebConnect is an excellent solution."

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Ericom® Software is a leading provider of Application Access and Virtualisation Solutions. Since 1993, Ericom has been helping users access enterprise mission-critical applications, enabling access to applications running on a broad range of Microsoft® Windows® Terminal Servers, legacy hosts and other systems, and providing concrete business value by helping organisations realise the benefits of their IT investments. With offices in the United States, United Kingdom, EMEA, India and China, Ericom also has an extensive network of distributors and partners throughout North America, Europe, Asia and the Far East. Our expanding customer base is more than 30 thousand strong, with over 7 million installations.



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