

Introduction

Blue Hawaiian Helicopters moves to “The Cloud” with eMan

The Requirement



Blue Hawaiian has been Hawaii’s air-tour leader for over 25 years, with a fleet consisting of 22 aircraft serving all four major Hawaiian islands.

All members of the Blue Hawaiian team - every pilot, every mechanic and every guest-relations specialist - share the vision for delivering complete customer satisfaction.

Blue Hawaiian has been honored with the most coveted recognition in the entire travel industry, the International Star Diamond Award for Outstanding Quality and Service, every year since 1995. Blue Hawaiian is the only activity company in the world, of any kind, to receive this award.



The Blue Hawaiian team is focused on excellence and committed to its mantra that “Good enough is never enough.”

Move into the Digital World

Blue Hawaiian operates and maintains 22 aircraft from 4 base locations across the Hawaiian islands. Using paper manuals to provide documentation to technicians performing maintenance has become a time-consuming and cumbersome process. In order to ensure that technicians were accessing and using the most current versions of maintenance documents, a strict set of distribution and management procedures was operated.

Proper management of the paper documentation across multiple locations included copying, distribution, revising publications, quality control and training of staff was essential. However, the process was time-consuming, cumbersome and required strict adherence to minimize the opportunity for errors. In a reflection of its own commitment to delivery of excellence in the customer experience, Blue Hawaiian decided that this could be improved. It had become time to look for alternatives to paper distribution.



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The Solution

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Client Perspective

Evaluate the choices...

Blue Hawaiian embarked on a review of in-house processes and considered these within the context of best practices. This also led to an internal evaluation of their external IT provider and support system. This led to the conclusion that not only was the paper distribution model outdated, but its IT infrastructure needed revamping too.

Blue Hawaiian started to evaluate cloud-based solutions to determine their potential role in addressing its operating challenges. Implementing a new IT solution was considered, but although this could be used to address some document management challenges, it would need a significant hardware upgrade as well as increasing the loading on IT services.

...Implement the decision

Blue Hawaiian’s research led them to eManWeb, a cloud-based aviation maintenance library management solution that was already in use by other aviation companies. By converting the many paper subscriptions into a single electronic (CD/DVD) subscription and using eManWeb, Blue Hawaiian was able to outsource their entire distribution, revision and library management processes. Training and end-user support activities were virtually eliminated by centralizing all publications onto a single web-based portal.

Benefits realized include:

- Up to 50% reduction in subscription costs
- Elimination of all paper distribution costs
- 100% version control of all publications
- Faster access to updated publications
- Elimination of base location technical libraries

“After an extensive evaluation of both our own internal processes and the eManWeb features, we determined there were immediate and significant cost savings potential due to our multi-base operations. With eManWeb, we are eliminating technical documentation distribution via paper manuals and the requirements for maintaining multiple base revisions. This also eliminates the many problems associated in posting of manual paper revisions, accuracy of manuals, training of personnel to properly post paper revisions, etc.

Now, with eManWeb, technical documentations company-wide are revised much sooner (no time delays related to sending paper revisions and posting of them at outer bases), plus new revisions and versions are instantly updated and verified company-wide by QA at our primary base of operations.

The implementation of eManWeb has resulted in a lower-cost, more efficient and overall safer maintenance operation, by having all applicable data easily available from one single centralized access point.”

**Troy Atkinson, Director of Maintenance
Blue Hawaiian Helicopters**



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