

Client Case Study



Alliance Airlines is Flying High with Provida & Sage ERP

► Client Background

Alliance is the pre-eminent Fly-in Fly-out aircraft charter operator in Australia specialising in operations on behalf of the Mining Industry. The headquarters and maintenance hangar are located at Brisbane International Airport in Queensland (Australia) with major bases in Townsville, Perth and Adelaide.

Alliance utilises the Fokker 100 Twinjet in a 100 seat, all economy class configuration and Fokker 50 turboprop aircraft in a 56 seat, all economy configuration.

► The Challenge

Alliance Airlines has made significant market share gains in the fly in fly out corporate airline market. This has necessitated significant efficiency and productivity gains from the company's ERP and accounting software. Alliance's incumbent software company could not provide the solutions required nor cope with the support demands. Furthermore the airlines aircraft maintenance system was not integrated to the core accounting system meaning that purchase orders in particular were double handled. Raised in the WinAir software they would have to be reentered in the Sage ERP software in order to be receipted for accounts payable processing. Provida was called in to provide a solution.

► The Provida Solution

Alliance first engaged Provida to undertake a full review of their Sage ERP software. The first phase included a workshop to study the requirements of the asset management system and purchase order system and their integration with the aircraft maintenance software. The second phase included a version upgrade, updated financial reporting system and an improved EFT module.

► Achievements

Provida's achievements are best summarised by Alliance Airlines Financial Controller who said "during the last two months Provida staff have always made sure that issues were promptly followed up and resolved. They have identified the issues we need to address to improve Accpac to our desired level in a timely and cost minded manner. This professional attitude and friendly approach will allow Alliance Airlines to achieve our business objectives efficiently."

In particular the airline required a tight "end to end" software solution for raising an order for a aircraft part, tracking the order, receipting the part and processing payment to the supplier. Provida used its "deep" understanding of the ERP system and extensive software development skills to provide the integration required.

"When comparing Provida with other competitors, it was clear that the high number and calibre of customers that Provida has is not a coincidence, it is just a reflection of a loyal and referable base of satisfied clients through the provision of quality, value-added products and services."

Alex Burloff,
Financial Controller



At a Glance:

Key Challenge: Integrate the core ERP system with the aircraft maintenance software.

Key Achievements by Provida: Integrate the Sage purchasing system with the WinAir aircraft maintenance software to reduce double handing of purchase orders and receipts.

Industry: Airline & Aviation

Solution: Sage Accpac ERP, Asset management, custom software.

About Provida: Since 1999, Provida has been a leading Australian ERP software integrator, implementing ERP and CRM solutions in many mid-sized businesses. Provida has offices in Sydney, Brisbane and Melbourne.

For more information about Provida and how we can make a success of your business, visit www.provida.com.au.

