

Aviation Technical Services

Putting Contract Management on Automatic Pilot

Business Overview

Recognized as the leading aircraft maintenance and repair service in the country, Aviation Technical Services (ATS) plays a significant role in modern air travel. ATS's 1.2 million square feet of facilities across the US offer full program support to military, commercial, and regional aircraft operators.

Challenges

In 2016, ATS decided to enhance data security to safeguard its more than 9,000 contract documents from the possibility of being improperly accessed by employees or contractors. The first step was to locate thousands of contract documents — each with a different naming convention — residing in several ad-hoc file systems. Then, all these documents needed to be arranged into a complex structure of group codes to ensure that only people with the appropriate permissions would receive access to a particular contract. System security needed to be several layers deep: primary and secondary groups, as well as location-specific permissions, each associated with the individual user

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Sr. Contracts Administrator

record. As a follow-on measure, the system needed to check for any overlap with the contract classification, which was a separate parameter.

It didn't end there. The system required special admin functionality including “Grant Access to Individuals” and “Additional Group Codes with Access to this Contract”. To safeguard

these layered functions, special notifications would need to be triggered every time a modification took place.



Industry

- Aviation

Challenges

- High risk for breach of sensitive data and information
- Over 9000 decentralized contract documents with no naming convention
- No mechanism for reporting across multiple locations, departments and facilities
- Differing demands: IT required system with proven stability; Contract managers required complex functionality

Agiloft Solution Benefits

- Proven data protection and stability — not a single glitch since day one
- A flexible, rigorous and secure system facilitating data confinement for a complex web of information
- Streamlined contract management with intelligent reporting
- Customization included functional data inputs driven by relational security protocols

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The Search

With over 20 years of contract management experience, Beatrice Steinfatt, Senior Contracts Administrator, knew what was needed for the ATS system. She made a complex list of haves and then cross-referenced those against the requirements of their IT department. The end result was a long list of functionalities with proven security and stability. Based on extensive research, they narrowed the list of vendors down to Agiloft, CobbleStone, and a few others.

Agiloft stood out from the rest. Its sales team responded immediately to questions and requests for information, and it presented an attractive pricing model. Steinfatt shared, “Agiloft offered us an extremely capable system — deep, modular and multi-layered. Additionally, if I had a question I’d send it off and the Agiloft response turnaround was impressive. The professionalism and efficiency made Agiloft an easy choice.”

The Project

ATS had an unconventional vision for their contract management. They needed a system that could facilitate data confinement in a complex web of information. It takes a unique system to allow for relational data to drive functional data without compromising integrity. Even more so when access conditions shift and expand with personnel changes and new contracts. Agiloft Project Manager Chris Pankaew explains, “We designed Agiloft to be flexible and fluid with extensive customization — that’s just the nature of the product. We can customize it easily.



ATS took it and made it their own.” With Agiloft, they achieved their aim. “In this industry there is a lot of contracted technical staff who need unfettered access to the system to do their job, but they must not be privy to sensitive information. It was absolutely paramount that the layers of security work as

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— Chris Pankaew,
Project Manager

designed. Chris had the system expertise to execute and he was absolutely on top of everything. He always had excellent input and feedback and was very patient in explaining the complex choices. We are

very happy with the support we received and the stability of the Agiloft system — there’s never been a glitch,” Steinfatt noted.

The Benefits

Prior to establishing the Agiloft solution at ATS, contract expirations often went unnoticed, and if a team underwent an audit for contract

compliance, it could take days or weeks to locate all the relevant documents. Today, Steinfatt can provide necessary records within minutes. “What I am hearing across the board is that the Agiloft system makes everything much easier. It is always the cost of a missing contract, or a missed contract deadline that we are concerned about,” she said.



To streamline contract auditing, they utilized Agiloft's functionality to create a standardized file naming convention and record classification system. As a result, when someone asks to view

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all contracts that contain a particular condition, Steinfatt no longer needs to search each record. Instead, she can query the system which quickly returns all the relevant items. It's just one of many dynamic features in the Agiloft contract management system.

Let Us Show You

What Agiloft has done for ATS, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.