

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 any number of ad-hoc file systems. Next, was the need to arrange all these documents into a complex structure of group codes to ensure that only people with the appropriate permissions would receive access to a particular contract. The system needed to run several layers deep: primary and secondary group, as well as location-specific permissions, each associated with the individual

“Agiloft offered us an extremely capable system — deep, modular and multi-layered. Additionally, if I had a question I would send it off and the Agiloft response turnaround was impressive. The professionalism and efficiency made Agiloft an easy choice.”

— Beatrice Steinfatt,  
Sr. Contracts Administrator

user record. As a follow-on measure, the system needed to check for any overlap with the contract classification, 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
- Unique customization included functional data inputs driven by relational security protocols



## THE SEARCH

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

Agiloft stood out from the rest. Unlike the competitors, the sales team responded immediately to questions and requests for information. In addition, it presented an attractive pricing model, one easily represented to upper management. 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. “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,” said Agiloft Project Manager Chris Pankaew. 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 must not be privy to sensitive information. It was absolutely paramount

“We designed Agiloft to be flexible and fluid with extensive customization. That’s just the nature of the product.”

— Chris Pankaew,  
Project Manager

that the layers of security work as 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. 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

**"We are very happy with the support we received and the stability of the Agiloft system — there's never been a glitch."**

**— Beatrice Steinfatt**

all contracts that contain a particular condition, Steinfatt no longer needs to search each record, instead she can query the system and quickly return all the relevant items. 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 agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

