Case Study:

How OnPage Facilitates Critical Communications for Aircraft Maintenance Companies

ONPAGE

OnPage accelerates AOG maintenance

A renowned aircraft maintenance company, specializing in Aircraft on Ground (AOG) services, leverages OnPage's dedicated lines and OnCall management solution. This ensures efficient critical communication workflows for urgent situations when AOGs encounter mechanical issues.

Streamlined critical communication workflow

Easy on-call scheduling + automation

Elevate critical alerts/pages reliably

Challenges

The company faced challenges in promptly alerting and mobilizing their licensed Airframe and Powerplant mechanics (A&P) when AOG required maintenance. Whenever an aircraft experienced issues with its avionics, powerplant systems, airframe systems, or required inspection and maintenance, airlines would contact the company's helpdesk to dispatch an on-call mechanic.

The helpdesk assistant would gather pertinent information, consult an on-call schedule to identify the on-site A&P, and then communicate the details to them via a phone call.

Prompt responsiveness from the mechanics was crucial in keeping airlines on schedule, a key factor for the aviation industry in sustaining profitability.

However, the existing process was inefficient and failed to empower mechanics to respond rapidly. The process grappled with the following issues:

1.**Delays:** Occurred if the on-call schedule had not been updated to reflect a schedule swap.
2.**Missed calls:** A possibility if the call wasn't directed to the appropriate A&P mechanic.
3.**Human error:** In relaying the correct information.
4.**Labor-intensive, manual management:** Of schedules.
5.**Time-consuming and error-prone:** Schedule management process.

Solution

The company turned to OnPage to improve its critical communication and on-call management for its A&P mechanics.

The adoption of OnPage led to:

1. Prompt delivery of critical communication directly from airlines to on-call A&P mechanic.
2. Guardrails in place to ensure service requests are never missed by on-call A&Ps.
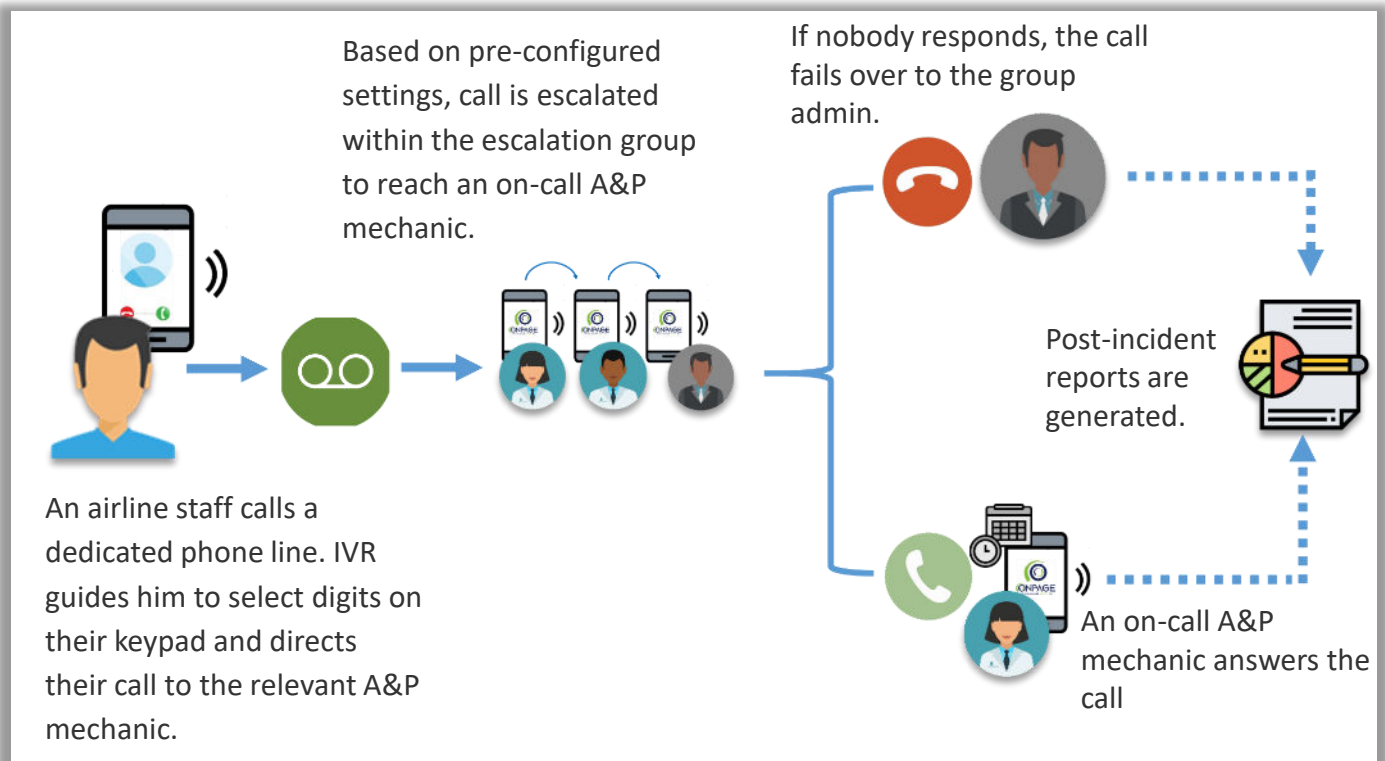3. Faster turnaround times for AOG maintenance requests.

As such, OnPage facilitated a complete transformation in the way critical communication was being carried out. This process involved two major changes:

1. Transition from Excel-based On-Call Schedules to a Digital Scheduler

- **Centralized schedules:** Digital schedules maintained on an enterprise-level console

- **Easily editable schedules:** Authorized staff can edit schedules in only a few clicks

- **Easy vacation-hold policies:** Staff can override schedules by creating exceptions to configured, recurring on-call schedules

- **Reliable scheduling with guardrails:** If the schedule manager fails to schedule on-call staff, the entire on-call group gets notified.

ONPAGE
SOME MESSAGES CANNOT WAIT

2. Transition From Helpdesk to Live Call Routing

1. An airline calls a dedicated phone number powered by OnPage. The IVR menu prompts the airline to choose the airport location and then directs the call.

2. OnPage automatically routes this call from the airlines to the on-call A&P mechanic at the chosen airport.

3. If the first on-call A&P mechanic doesn't answer, the call automatically escalates to the next mechanic in the hierarchy, and this process continues until all the engineers have been contacted. The call is routed based on escalation protocols and schedules.

4. If no one answers, the system collects a voicemail and a callback number. This information is then escalated as an OnPage alert (or page) once again in the order of hierarchy. Alternatively, teams have the option to escalate the call directly to their team leader.

5. Detailed OnPage reports, incident trails and live status updates are generated for post-event auditing purposes.

Based on pre-configured settings, call is escalated within the escalation group to reach an on-call A&P mechanic.

If nobody responds, the call fails over to the group admin.

Post-incident reports are generated.

An airline staff calls a dedicated phone line. IVR guides him to select digits on their keypad and directs their call to the relevant A&P mechanic.

An on-call A&P mechanic answers the call

Results

OnPage's dedicated lines powered by OnPage's automation engine has rapidly modernized the client's critical communication workflows. OnPage allows this client to:

Avert miscommunication between helpdesk and A&P mechanics

Cut down the response times by 79.5%, improving process efficiency

Expedite the critical communication process

Enable airlines to expedite the takeoff of their aircraft, thereby reducing costs for them

Gain full centralized, secure visibility and access to digital schedules, including visibility into schedule change logs

Conclusion

Thousands of organizations across the globe, such as this leading aircraft maintenance company, rely on OnPage's critical communication solution to enhance their workflows. OnPage empowers companies of all sizes within the Aircraft Maintenance, Repair and Overhaul (MRO) sector to enhance operational efficiency and minimize downtimes in the aviation industry.

As demonstrated by this case, OnPage helped this client enhance its communication workflows and on-call management. This empowered A&P mechanics to respond quickly and efficiently to incidents, minimizing aircraft downtimes. This use case is only one example of why aircraft maintenance companies continue to rely on OnPage for all their critical communication, high-priority alerting and dedicated line needs.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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