Case Study : Essential Turbines Inc.

Business Type :
RR / Allison 250 Specialist Repair & Overhaul Facility

Essential Turbines Inc. (ETI) is a world leading specialist in providing custom repairs and overhauls on the RR/Allison 250 series engines, modules and accessories. Established in 1994, and located in Quebec, Canada, ETI now supports and services helicopter operators worldwide. AeroTrac™ was installed early in 2002.

Mike F. Guntner (Snr), President and Mike E. Guntner (Jnr), Vice-President comment on why AeroTrac™ was the first choice system, and how it has helped ETI.

Mike Guntner Snr & Jnr

AeroTrac™ -
"… exceptional value for money

Mike Guntner Snr : "We were looking for a modern, stable and supportable replacement system, with functionality that met our specific needs, but that also had an acceptable price tag. AeroTrac™ met all of those criteria. Obviously we had some reservations due to the fact that TracWare is UK-based, and the software was a relatively new development.   Nevertheless, we saw this as an opportunity to implement software that would really help move the business forward. It was definitely an excellent move on our part."

Functionality that matches the processes

A key objective for ETI was to find an application with functionality that met the needs of the business.

Mike Guntner Jnr : "We looked at a number of software systems, but AeroTrac™ was the only application we saw that clearly appeared to have been written by people with a knowledge of the Aviation MRO sector. The software allows us to run our business from initial quotation right through to final release. There are no 'grey areas' - all the major processes that are unique to our particular part of the industry are catered for."

Support

ETI was TracWare's first site in North America.

Mike Guntner Snr : "Support was clearly the area of greatest concern, but it has proved to be fantastic. The software has never failed to work in four years of operation, and TracWare has always been there for us, answering questions and addressing our concerns quickly and without fuss.   Whenever we asked for additional functionality, TracWare duly delivered.   We haven't had to pay a single additional cost over and above the original purchase price and the quarterly support contract payments since the software was installed, which is quite remarkable". "

Performance Reporting

Improved Reporting was a major objective.

Mike Guntner Jnr : "Before AeroTrac™ had been installed, we were reliant on a number of disparate reports and Management Accounts to have any idea of how the business was performing.

Now our Management Accounts are simply a reflection of what we already know from AeroTrac™. We can forecast revenue, profit margins, and delivery dates, giving us the opportunity to anticipate problems and react. Stock Control has improved tremendously too, through a combination of specific functionality and accurate reporting".

Value for Money

Mike Guntner Snr : "We understood that implementing AeroTrac™ was a risk. I am happy to say that our anxiety was misplaced. The software is stable, very well-supported, and complements the way our business works."

"We have an excellent relationship with TracWare. They have never failed to deliver on a promise, and the software has only ever had a positive effect on the business, which I guess is pretty rare."

"I have no hesitation in recommending the software to anyone, and would say that it represents quite exceptional value for money".