WYRE SOLUTIONS CUSTOMER CASE STUDY

PORTSMOUTH AVIATION

PORTSMOUTH AVIATION, A LEADING ENGINEERING SOLUTION PROVIDER WORKING PREDOMINANTLY IN AEROSPACE AND DEFENCE, HAVE FORMED A 3-YEAR CONTRACT TOGETHER TO DELIVER IFS TECHNICAL & FUNCTIONAL SUPPORT FOR THE DEPLOYED VERSION OF IFS APPS 10.

Portsmouth Aviation is a long-standing, family-run manufacturing firm and is a leading engineering solution provider working predominantly in aerospace and defence. Working in partnership with their customers, Portsmouth Aviation creates tailored solutions which utilise in-house design, build and manufacturing expertise. Their in-house capabilities include Design and Development, Stress and Aerodynamic Analysis, Fabrication, Machining, Assembly & Fitting, Surface Coating & Metal Treatment and Non-Destructive Testing.

Wyre Solutions have been supporting Portsmouth Aviation since March 2020 and have formed a 3-year contract together to deliver IFS Technical and Functional support for the deployed version of IFS apps 10.

Portsmouth Aviation uses IFS applications for every aspect of its business. The selected IFS modules used by Portsmouth Aviation are customer orders, sales contracts, procurement, part product engineering, manufacturing (shop order processes), human resources, payroll and document management.

Ben Baker, Business Systems Manager at Portsmouth Aviation oversees the functionality of IFS ensuring that the system's infrastructure is running smoothly across all areas, provides process improvements and aids in business development, actions day-to-day queries with an overall view to manage processes and system performance.

He expressed that although it is solely himself that manages the system, hardware, software and processes, "After the business met with Paul during the IFS World Conference 2018 in Atlanta, a business relationship formed between Portsmouth Aviation and Wyre Solutions in March 2020 after the Early Adopter Program. From then, Wyre Solutions have become our team which has been a fantastic experience."

The partnership Portsmouth Aviation and Wyre Solutions have developed together has enabled the business to complete a vast collection of support queries which has provided Ben with the ability to concentrate his time on business improvement and assurance projects.

Ben explained that "Wyre have also been assisting with reimplementing parts, part number and part engineering to improve training on manufacturing planning. Portsmouth Aviation has had IFS for 15 years and over time, staff naturally come and go and with it, training can become imbalanced and diluted.

WYRE HAVE BEEN INCREDIBLE IN HELPING US REINVIGORATE THE STANDARDS AND THE PROCESSES UTILISING THE NEW FEATURES AVAILABLE ON IFS.

WITH THIS IN PLACE, IT ENABLES STAFF TO USE THE SYSTEM MORE FLUIDLY AND IN TURN, PRODUCES BETTER OUTPUTS FOR THE BUSINESS.

In contrast to this, Wyre are currently assisting Portsmouth Aviation with reimplementing human resources for employees providing them with Aurena lobbies containing self-service features, utilising a new interface with the view to move to the Aurena interface depending on the IFS road map."

When asked if Ben and Portsmouth Aviation have any upcoming work to develop with Wyre, Ben expressed that there are "always big plans for Wyre! Every improvement project that we as a business have will involve Wyre."

Historically to Portsmouth Aviation, Whitsun Week has been a long-standing company shutdown which presents Ben with the opportunity to carry out maintenance tasks and implement new features to improve business processes.

He mentioned that during Whitsun Week in May 2021, "Myself, Wyre and another party that we work with migrated the IFS infrastructure to new brand hardware with brand new servers running on the latest OS and the latest version of Oracle performing a complete infrastructure upgrade to the current standards.

This was a substantial project for the business and as the Senior Management members were becoming more aware of what IFS can do, they are becoming inquisitive, asking more questions and therefore, the project list is continually growing with some business intelligence projects coming Wyre's way. After the successful execution of this infrastructure project, I look to provide the freedom of our employees to have access to Wyre's support details for any first-line support. In return, this provides plenty of benefits for myself and for the business as this gives me the ability to focus on more pressing issues and goals."

Ben explained that the initial interactions Portsmouth Aviation had with Wyre Solutions and CEO Paul Maybury provided an...

"INSTANT POSITIVE GUT FEELING FOR WYRE".

“The level of knowledge and understanding was always high with every interaction I had with Wyre. Being a business orientated person as opposed to being overly technically minded, it was relieving speaking with Wyre as they adapted and explained everything on a level that I could digest which is sometimes quite rare in this technological field.

Wyre were the one organisation I had dealt with where I felt and was confident that I was being presented with an expert, a real sort of oracle in the field.

Historically, Portsmouth Aviation do not employ consulting organisations which I believe provides a true representation of the service provision Wyre Solutions continuously presents us.”

Andrew Morgan, Technical Team Lead and account lead for Portsmouth Aviation was praised by Ben, commenting that “Andy and I engage on a weekly basis and co-ordinates most of the project work and support and the communication I receive from him is fantastic.” Alongside Andrew Morgan, Andrew Twiggs, IFS Technical Consultant supports Portsmouth Aviation and was commended by Ben for his “persistence and delivery.”

BEN CONTINUED TO ENDORSE WYRE SOLUTIONS BY SAYING “I WOULD ABSOLUTELY RECOMMEND WYRE SOLUTIONS AND IN FACT, I HAVE ALREADY DONE SO.

I know that the depth of knowledge and understanding is legitimate and genuine. Everyone in the team is willing to go the extra mile for me and the business. Wyre really know what there’re talking about, really understands the customer and the issues before proposing a solution, taking the time to capture requirements in depth to ensure nothing is missed.

When introduced to a new consultant from the Wyre team, I gain the same level of professionalism, understanding and knowledge which is recognised across the board. The Wyre Solutions team are great people, very personable, takes the time to really understand the customer’s needs, very professional and happy to assist with informal ad-hoc issues as they arise and will work around you and your business needs.”

“I FRANKLY COULDN’T BE HAPPIER WITH THE PROJECT SUPPORT THAT WYRE SOLUTIONS OFFER TO PORTSMOUTH AVIATION.”

Director of Wyre Solutions, Paul Maybury, explained "Creating a true connection between the clients and ourselves is a truly valuable and principal step for both parties. Speaking on behalf of my diligent team, I am extremely pleased to receive this commendation from Ben and Portsmouth Aviation and we will continue to provide the utmost in service, support and development.”