

**Client:**

Air France Industries

**Challenge:**

Improve the quality and speed of on-wing maintenance operations at one of Europe's busiest and fastest growing airports.

**Solution:**

A new maintenance facility housing a specially adapted IT system, called Centre Maintenance Hub. It includes a logistical component for parts management and maintenance vehicle deployment, as well as an application called PROLOG – for logistical management and DVE – for paperless documentation.

**Results:**

Reduced travel time for on-site mechanics and security procedures and significant savings from stock rationalization. Plus, the ability to absorb air traffic increases without hiring additional staff.

**For more information:**

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**Air France Improves On-Wing Maintenance Support**

Because of rapid expansion at Roissy-Charles de Gaulle Airport and increasingly stringent security protocol, Air France Industries is looking to unique building designs and specialty IT systems to improve maintenance operations on the tarmac.

In 2003, scheduled expansion on the eastern end of terminals at France's largest airport was designed to accommodate increased flight capacity. But as the terminals stretched further apart, so did the distance between Air France's maintenance facilities and airplanes sitting on the tarmac.

To address the issue, Air France began a five-year plan to build a new maintenance building at the airport. With the assistance of CSC, the construction project rapidly became a major industrial venture for the company to improve its on-wing maintenance capabilities.

**No time off for on-wing repairs**

For airlines, it is common practice to perform minor preventative or remedial maintenance operations on idle aircraft - either at night or in between flights. But given the increased distance between Air France's maintenance building and the new terminals, as well as heightened security measures overall at the airport, too much time

was being lost making these short trips (which totaled 11,000 km, or seven miles per day).

A feasibility study conducted with CSC underlined the importance of these concerns and highlighted the need to design a structure that could cope with the increase in air traffic (of 3 percent per year for long-haul flights). At the end of 2003, these works culminated in plans for a 30,000-square meter building, able to accommodate 1,200 people performing logistics (shops, storage) and security (border zone) operations.

**Combining logistics, IT and construction**

The benefits of this facility were based on a specially adapted IT system, called Centre Maintenance Hub, or CMH. The first component of the system was logistical and encompassed a redefinition of parts management and deployment of maintenance vehicles. This required a complete mapping out and reengineering of all processes. The second feature was the development of two applications: PROLOG, for logistical management, and DVE, a paperless document process tool.

"What began as a construction project became a real industrial project," says Régis Froger, Air France Industries' CMH project manager.

The project was classified as one of the

## Focus

### Portrait of a World Leader

Ever since their creation, both Air France and KLM have always ensured the upkeep and maintenance of their respective aircraft, engines and equipment under the brands Air France Industries and KLM Engineering & Maintenance (AFI KLM E&M).

They carry out this mission with precise goals in terms of security, aircraft management and cost control. Since Air France and KLM linked up in 2004, AFI KLM E&M have joined forces and today hold a leading position worldwide in multiplatform aeronautical maintenance.

Through its strong logistics network, AFI KLM EM has extended capacities in terms of technical support to air operators; engineering and repairs to aircraft; engine maintenance; as well as parts and aeronautical equipment management, repair and supply operations.

With over 15,000 employees, they provide technical support to more than 900 aircraft from 150 international airlines.

top-10 priorities by Air France management at the end of 2004. In 2005, CSC set up a project management office and helped to formalize the processes. By December of that year, the foundations were laid, and a target date for completion was set for June 2007.

While construction and logistics timetables were in progress, the IT component became more important and critical. CSC then took on IT project management, working with Air France, to draw up the application specifications and procedures for testing, acceptance and the operational rollout. PROLOG was launched in April 2008 and DVE went online during the summer.

“The success of the project was ensured by the work that took place in the early phases, with a remarkable initial assessment, business plan and team organization,” adds Froger.

### Benefits are immediate

In May 2008, Air France CEO Jean-Cyril Spinetta officially opened the new facility, which is estimated to reduce time spent for on-site mechanics' travel and security procedures by 15 percent, in addition to significant savings from stock rationalization. Air France Industries was therefore able to absorb the increase in air traffic at the airport without hiring additional staff.

“Taking into account the very low delay rate due to technical problems, this project does not greatly impact passengers. However, it can be measured in terms of greater operational efficiency and further reinforced security,” says Froger.

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