



The background

The Premium Aircraft Interior Group designs, assembles and markets

a comprehensive range of aircraft interior equipment. This includes lavatory modules, galleys, galley inserts, cabin interior furniture, sidewall panels, overhead bins, and premium seating and integration services. Their products are sold globally to leading airlines and to the major commercial aircraft original equipment manufacturers and aircraft leasing companies. They are subject to stringent customer and regulatory approvals. Their focus is on the premium end of the sector, with a bias towards wide body aircraft.

In addition to supplying equipment in connection with new aircraft production, they have a significant capability in engineering reconfiguration and interior retrofit work, and are able to provide airlines with fully integrated cabin interior solutions. Their design and development capabilities and close working relationships with customers have enabled them to introduce innovative, high-quality products and to achieve several leading market share positions.

The problem

Now the solely-owned subsidiary of the Seton House Group, formerly Britax International, PAIG inherited an old legacy FDC product that was unable to cope with their growing Management & Statutory reporting requirements. The system had been in place for over ten years and its functionality had become outdated. General maintenance of the application had become very time consuming and resource intensive. In short, the product was unable to keep up with the growing requirements placed upon it.

With expansion plans in progress and aware that success relied heavily on the quality and timeliness of the information needed for management decisionmaking, PAIG realised that it needed to move from a legacy reporting platform to a more flexible and dynamic reporting environment. A new system was needed that would reduce consolidation time frames, ensure reporting consistency for both Management & Statutory reporting and lead to greater employee efficiency, improved visibility and accuracy of key business information. "When we joined PAIG our new team inherited a legacy system and processes, insufficient to meet the needs of our Group's core business, both from quality and time

perspectives. Our changed agenda focused upon the key areas of people, processes and technology to address this."

The requirements

With regards to technology our main requirements were to: improve the quality of both our input and output; improve the speed of consolidation; remove/reduce errors; allow the Group office and Field to work closer together. Also, to provide a reporting suite that allowed informed business decisions whilst still meeting our statutory requirements," says Gerry Devanney, PAIG Group Controller.

It was clear that a solution needed to be sourced quickly, but where to start? The CPM market can be very confusing, with many vendors seeming to say the same thing and offering the same functionality and an ostensibly identical or similar solution. PAIG decided they would need the assistance of a specialist consultancy.

The solution

When PAIG realized that they would need specialist help, they were referred to Rinedata by a mutual contact that had utilised their extensive consulting experience and market knowledge. PAIG subsequently met with and commissioned Rinedata to assist them in the vendor evaluation exercise for the selection and implementation of a web based, enterprise-wide CPM application. "PAIG had a very tight window to make the selection, and moreover, due to other internal drivers, had to ensure a near zero-risk outcome was aimed for. Our approach was to act in an advisory capacity and provide the skeleton outline to a formal selection process," says Kirit Patel, Partner at Rinedata.

To comply with the short time frame and to ensure that the outcome of the selection process was accurate, an adapted plan of action was developed that cut across conventional selection processes. The plan was as cost effective as possible but did not compromise on the quality of outcome. The first step was for Rinedata to help PAIG think about their business requirements and clearly identify the key areas of weakness in the current application.

Some of these key areas are highlighted below:

- Convolved month end process
- Data integrity issues
- Multiple versions of data
- No simple data entry and reporting interface

- Limited, poor quality information and data analysis capability
- Limited multi-dimensionality

The final step to identifying a product was to formulate a scorecard matrix against which each of the compatible products could be reviewed and a best-fit solution pinpointed. “Rinedata helped us to understand our needs, framing our business requirements, then using their product and market expertise, assisted us in identifying the right type of product and potential suppliers,” comments Devanney.

Following on from this, Rinedata helped minimize the physical evaluation time needed with the core selected vendors. They supplied PAIG with templates to base their selection process upon, assisted in the thought process by challenging and providing unbiased technical support for key vendor meetings. Finally, when a product and vendor had been identified, Rinedata continued to assist PAIG with professional advice and support at the contract negotiation stage.

The initial benefits

The net outcome was a flexible and cost effective but a thorough approach to a selection process, which was achieved in only 10 days. This culminated with a best-fit, commercially viable proposition for PAIG. Devanney summarises, “Rinedata brought to us their expertise in the field and moreover their honesty and integrity in helping with the selection process. They teased out our requirements and helped us to identify the best solution in the marketplace. We probably would have come to the same conclusion but it would have taken another 5- 6 months!”

From selection to implementation The directive for the new system and associated processes required a reduction in consolidation times. In addition, a greater assurance of reporting consistency for both Management & Statutory reporting which as a result would lead to greater employee efficiency. The initial vendor selection project concluded with PAIG deciding to implement Infor PM 10.

“We needed outside help to implement the system as we lacked the knowledge and the resources to be able to do it ourselves, especially within the required timeframe,” David Thornton, Group Accountant continues. “Rinedata were recommended by our supplier, but as they had already successfully assisted us with the previous FDC system and the selection of the new one, they were recommended internally as well. We approached them to assist with the implementation.” Rinedata accepted the challenging brief to have the new application ready for the start of the financial year, whilst being mindful of needing to address the key requirements of the system that they had previously helped to identify. “We were a key part of the overall implementation of MPC (now called Infor PM BPA),” says Kirit Patel, Partner at Rinedata. “We assisted with the requirements definition, design and the overall application build. This solution was successfully deployed within a three month time frame.” Rise to the challenge Rinedata met their deadline and the application went live in January 2008. It has been used for a number of management cycles for Management Financial Reporting, Budgeting, Forecasting and Statutory reporting. PAIG system administrators are currently developing statutory packs for year end reporting.

“The database is excellent and has achieved all the required goals,” Thornton summarises. “It was a tough ask given the timeframe but Rinedata were familiar with the software, despite it being a new technology, and always happy to help – they stuck to the task and saw it through.”

About Rinedata

Established in 1996, Rinedata is dedicated to providing full project life cycle services across Financial Consolidation, Budgeting, Forecasting and Business Intelligence initiatives. Since our inception we have solely focused on delivering improved performance management systems across a wide range of businesses and in a multitude of differing infrastructure landscapes. We can demonstrably help our clients unlock the value of their IT investment, no matter where they may be in their financial systems evolution.

Rinedata Limited

Mayfair House, 14-18 Heddon Street, Mayfair, London. W1B 4DA. United Kingdom
T: +44 (0) 207 043 8107 / F: +44 (0) 207 043 8108 / E: info@rinedata.com / W: www.rinedata.com
