

SAFRAN HELICOPTERS ENGINES

NOMAD Project: Fleet & Customer Request Management

SAFRAN
HELICOPTER ENGINES

2MoRO
SOFTWARE
a Sopra Steria company



CUSTOMER PROFILE

Safran Helicopter Engines (SHE), formerly *Turbomeca*, the world leading manufacturer of **rotorcraft turbines**, is the only one dedicated exclusively to this market. Operating worldwide, it has more than **2,500 customers** in 155 countries. SHE top priority is to provide safe, reliable and high-performance engines, to help its customers stay focused on their missions and to **keep their helicopters flying every day, everywhere**. **1 out of 3** helicopter engines sold in the world is SHE.



CHALLENGES / NEEDS

Safran Helicopter Engines had to **restructure its support activity**, to turn it into a much more **satisfying experience** for its customers. This new organization led to the deployment of **140 new staff** worldwide in **14 locations**. In order to sustain this new setup, the group needed an **information system (IS)** able to **manage support activities** and **customer relationships**; implemented internationally and **ensuring a 24/7 support** coverage, compatible with the **SAP ERP** already in use at *Safran Helicopter Engines*.

AERO ONE

- ✓ **400** users in **14** countries worldwide
- ✓ **Fleet Data**
+15.000 engines
+100.000 equipments
- ✓ **2 hierarchy** levels:
Engines & Modules

BENEFITS



Aero One® has become the **only customer database** in use at *Safran Helicopter Engines*. The **CRM functionalities** involve a **workflow** on three levels. It is the only collaborative system being operated and accessed worldwide by the group's front office and corporate services. Additionally, **Aero One**® has also grown to become **the reference** for **fleet data management**. It is now a key component of front office information system, allowing optimal business intelligence, fleet tracking, customer relationship manager (CRM) and reporting.