

Aeroventions and Exact



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MAINTAINING DELICATE INSPECTION REQUIREMENTS WHILE INCREASING CUSTOMER SATISFACTION



Aeroventions manufactures private aircraft cabin equipment. In an industry where the entire world produces only about 200 products a year, Aeroventions needed software that could do what their competitors did more effectively. Going up against entrenched competitors in a niche market with high regulations proved challenging - then they found Exact.

Business Challenges

When Ken Ward, Vice President at Aeroventions, began looking for an ERP solution, they had just sold their first few products. Like many new businesses, they relied on excel, which was error prone and inefficient. The team would get to the end of a project and realize they were short on materials and had to buy more. And, being in the highly regulated aviation industry, Aeroventions needed three specific sets of paperwork to conform to regulations and back up their work: drawings, reports demonstrating how their products comply with regulations, and finally after they build the product, an inspection report for every component used in the assembly. As a startup going up against strong, entrenched competitors with many years of experience, Aeroventions needed a solution that could handle all of these things more efficiently and precisely than their competitors.

Business Benefits

Ken began his search understanding the biggest battles to overcome were finding a software solution that provided everything they needed to comply with aviation standards. Aeroventions also needed a solution that was user friendly and accessible on mobile devices. They wanted a cloud solution because the software continually improves whereas an on-premise solution, you need to wait for the next release. Ken narrowed in on two options, one of them being Exact for Manufacturing. Aeroventions compared both vendors by making a time estimate to perform all required transactions in the next year. They looked into how long it would take to make item cards, how easily it would be to find errors, and eventually chose Exact because it was the most efficient. Exact had serial tracking, drawings, reporting, batch tool, and inspection reports that helped look into their history.



BENEFITS

- Inventory is up to date and reliable
- Job history is easily navigable
- Dashboards show all necessary data in one place
- Continuously improving, no more waiting for upgrade releases
- Experienced and accessible support team



Exact is an organized group of people. They can track all the questions I've ever asked support, and I've never been kept waiting."

- Ken Ward,
Vice President, Aeroventions

So, if a few years down the road a customer called with a serial number, they would be able to look it up and find the corresponding inspection report.

Ultimately when it came time to make a decision, Ken chose Exact based on the people. Exact employees always followed up promptly, and were never late for an appointment. Also, his questions and concerns were taken into account when developing the product. "Every couple of weeks Exact for Manufacturing gets better, and we count on it to continue improving" said Ken.

Since implementing Exact for Manufacturing, Aeroventions has seen considerable changes in its operations.

"Inventory is perfect, we can find anything we need," said Ken, "the team can find inspection records easily. Before they had to manually hunt them down." Additionally, to create an item card, on average, takes 5 minutes. Since implementing Exact for Manufacturing, it takes Aeroventions employees less than 3 minutes per card. Ken's goal is to create an item card in 30 seconds, and Exact will continue to improve automation to help him achieve his goal.

On top of all the great features of Exact for Manufacturing, Aeroventions is immensely happy with the help desk and support team. "Exact is an organized group of people. They can track all the questions I've ever asked support, and I've never been kept waiting."



Conclusion

"I would recommend Exact for Manufacturing to any small business looking to organize and gain insight into their business," said Ken. "We don't spend all day in Exact, but we do keep track of the time it takes to complete certain tasks. The import tools are fantastic and it saves us a significant amount of time on what would be a very manual process. Not only are we saving time, we are saving money... and sanity."



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KEN WARD

Aeroventions, Vice President

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