

DanCopter Case Story

In March 2003, ASA has implemented the SAM system for DanCopter; a new helicopter operator based in Esbjerg, Denmark.

At the first contact with ASA, DanCopter laid down the problems they had with their previous system and indicated how and what their new system must be able to do. The problems and wishes were no news to ASA. All present SAM users had the same problems before they started managing their maintenance with the SAM System: Unsatisfactory performance and support on their current system, getting the data up-to-date could take days (...or even more). Of course the SAM System did cover all of their wishes and more. They could expect a lot of pleasant extras.

DanCopter had chosen to have their SAM system running on the ASP solution. In this way, the company did not have to invest in the hardware needed to host the SAM System. Nor did they have to manage the network, back-up etc. With this solution, the program can be operated with just a contemporary PC with a fast internet connection. The SAM System will run on an ASA server located somewhere in Denmark. The ASA servers, of course, have a 24hrs, 7 days a week, dedicated support service.

ASA provided DanCopter the service to enter all the aircraft data in the program database. This way, the company did not have to spend their precious time on this and was guaranteed that data was entered in the best possible way. The data entering for two Eurocopter AS365 helicopters was completed in 12 working days.

After all aircraft data was entered in the system, an ASA customer support representative spent one week at the DanCopter work shop for training and for final system implementation. During this week, the future SAM user was trained to operate the entire program modules in order to gain the best possible results and - even more important - to comply with their own company procedures. ASA takes the effort to learn the type of operation of each and every customer. This makes it possible for ASA to fit the training and support perfectly to the customer's operation. This results in a fast implementation with smooth communication and easy understanding.

Due to the right preparations, smooth communication between ASA and DanCopter combined with ASA's expertise in the maintenance field, the total system implementation at DanCopter could be completed in 30 days. In one month, this company was in full control over their aircraft maintenance and had their A/C data up-to-date all of the time with immediate access to the data. The ASA training enabled DanCopter to operate the system perfectly. They seemed hardly in need of our after-sales support.

This is what ASA can accomplish for operators who want to be in full control over their aircraft maintenance but does not have the time for such a system change.

Dennis Nederhof, Customer Support Representative



Arne Lange, Maintenance Manager DanCopter:

"...After a very frustrating period, where we tried to implement a computerized system for our helicopter maintenance with very little help from our previous supplier, it has been a pleasure to experience the skill and commitment of the SAM implementation staff from ASA. They made a detailed plan for all activities and worked closely with our own people to carry out each task. With their background in the business they could act also as our consultants and instantly appreciate the problems that came up during the process."

"In less than one month from our decision was taken to go for SAM, we were up running with all data entered and updated for our two Dauphin helicopters, but also procedures were adjusted and users trained, so that we now are self supported."

Susanne H. Lastein, Managing Director DanCopter:

"...Taking over two helicopters without having a reliable computer program for follow-up on the maintenance forced us to do something fast; otherwise we were far from being able to produce the expected 300 flying hours per month. We ended up with SAM from ASA as we were convinced that they had exactly what we were looking for"

"DanCopter's own maintenance organization is very professional and together with the organization behind SAM the implementation has been smooth and I am pleased to say that there have been no needs for me to get involved"

