



Customer:	Problem:	Solution:	Benefits:
Bristow Group Inc	Different processes for different key suppliers.	Single process for all key suppliers.	Simpler shorter procedure, orders placed in one click.
<b>Location:</b> Global	Significant Manual Intervention.	Unified extensible B2B architecture.	Reduced administration.
<b>Industry:</b> Helicopter Services	Time consuming processes.	Full electronic transfer of all supply chain and part number data.	Easier tracking and reporting.
<b>Website:</b> www.bristowgroup.com	Difficulty in tracking PO's and transit items.	New reporting system.	Unlocking improved Supplier discounts.

## About Bristow Helicopters

Bristow Group Inc. is one of the world's largest providers of helicopter services working from facilities around the world. It has earned an international reputation for speed of response and quality of service.

The Bristow Group, through its brand names Air Logistics and Bristow Helicopters, provides helicopter transportation and related services to the offshore oil and gas industry as well as other business sectors.

## The Challenge

- To meet contractual commitments with key suppliers.
- Automate their purchasing process using Electronic Data Interchange (EDI).
- Integrate EDI with the current ERP solution.
- Reduce manual intervention.

Each aircraft have as many as 20,000 parts and the Group has over 400 aircraft so the manual processes created a huge administrative workload.

In addition to the significant resources required to execute the process, the orders were often misplaced or mis-keyed.

## The Solution

- Cooper Software's common business to business purchase framework.
- Easy to use web-based user interface.
- Bespoke functionality to manage variable requirements example: shipping requirements-parts prices and delivery lead times.
- Extensible architecture to enable other Suppliers to establish EDI processing quicker.

Cooper Software assessed each of Bristow's key vendor systems and developed a framework to provide a common front-end that was accessed directly from the ERP Purchase Order, Requisition and Inventory screens.

The front-end linked to a single common engine with individual connectors for each supplier system enabling Bristow purchase orders to be processed electronically by each vendor.

## The Result and Benefits

- Meet contractual obligations.
- 500% operational efficiency improvement.
- New automated audit trail for improved management.
- \$2m saving due to improved discount level.

Overall the process is **faster, simpler, more accurate and seamlessly integrated into Bristow's ERP system**. Orders are now placed directly into supplier systems with a single click of the mouse rather than the 8-15 manual steps that it typically took.

In addition, Cooper Software developed a full audit trail to enable Bristow to locate each order electronically within the system and to know exactly who placed the order, when and where.

A further benefit was that other Suppliers could hook into the EDI services provided at a fraction of the cost and time that it took to establish links with the original Supplier companies.

## Comments

"Cooper Software took the load away completely and worked with our users and external vendors to drive the project to completion. This was a project we had wanted to progress for a couple of years - Cooper Software's focus and ability got it up and running inside three months. During that time, progress reports were plentiful and exemplary which built up trust very quickly."

**Dave Mckay, Director of IT**

"Cooper Software delivered a solution which has significantly improved the purchase ordering process with key suppliers across our global supply chain. A key requirement of the solution was a reporting capability which enabled us to react quickly to identify and resolve issues – and the Key Performance Indicator matrices provided as part of the overall solution delivers detailed performance analysis."

**Ron Solanki, Strategic Sourcing Manager**

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