



CASE STUDY

Worldwide Flight Services: Keeping Planes, Cargo, and People Moving with AMCS Fleet Maintenance

About Worldwide Flight Services (WFS)

WFS, a member for the SATS group, is the global air cargo logistics leader, and best-in-class ground handling partner. With regional headquarters in Paris, France; Dallas-Fort Worth Texas; and Hong Kong, WFS provides high quality cargo, passenger, ramp, baggage, and technical services. Their services span:

158+ stations
5 continents
18+ countries



When it comes to keeping a plane on schedule, what happens on the ground can be as important as what happens in flight. Something as simple as a flat tire on a baggage transport vehicle or a restricted fuel filter on a pushback tug can cause a delay. And even a brief setback can ruin a vacation, break a supply chain, even interrupt crucial medical treatment. These breakdown causes can easily be avoided by ensuring that Preventive Maintenance tasks (PMs) are completed on time.

Minimizing those delays is the singular focus of Worldwide Flight Services (WFS), the leader in global air cargo logistics and ground handling.

Avoiding delays and their associated costs begins with ensuring that every piece of ground support equipment is properly maintained and always ready for service. To help them achieve that goal, WFS trusts AMCS Fleet Maintenance, formerly known as Dossier.

With more than 25,000 fleet assets, WFS is one of AMCS' largest clients, and longest-term relationships. Much more than a customer, WFS is a true partner. The WFS team works closely with AMCS to provide valuable feedback and insight that help make each version of the platform even better than the last.

A focused search. An obvious choice.

When WFS determined it was time for new technology that would keep them moving toward peak fleet performance across the enterprise, they tapped Kelly Terry, WFS Director of Ground Service Equipment Strategy and Sourcing, and his colleague Gary Kemp, Director of Ground Service Maintenance for WFS Express to conduct the search.

Kelly and Gary knew exactly what they wanted - a system that would deliver the flexibility, scalability, and ease-of-use required to keep an expansive array of assets at maximum availability. At the same time, it needed to be affordable, and easy for the entire team to utilize—from shop technicians to management, and everyone in between.

After meeting with the AMCS team, and seeing several demonstrations of exactly what AMCS Fleet Maintenance could really do, they knew they had found their solution.

The nature of the airline industry presents unique fleet management challenges, particularly the sheer size of an airport. (For example, Dallas/Fort Worth Airport spans 27 square miles – larger than the entire island of Manhattan.) That's why accessing the AMCS Fleet Maintenance solution in real-time from mobile devices was essential to WFS' decision.

As Kelly explains, “You might be in the warehouse, but a couple of miles from the office. So reporting equipment issues quickly and accurately can be tough. AMCS’ mobile app helps us close that gap, so things don’t fall through the cracks.”

The WFS team was impressed by the immense value AMCS delivered, while also enabling them to work within their budget, and giving them the ability to scale quickly. As Gary explains, “The value we’re seeing with AMCS is really impressive, even more so when you consider the really wide range of capabilities.”

A quick start, motivated technicians, impressive results.

The WFS team had a positive, smooth onboarding experience. “Everything was very hands-on, right from the beginning,” says Kelly. “The whole AMCS team came out, and showed us everything we needed to know. They spent several days with us. That personal touch is really great. It’s a true partnership.”

Getting their team up and running with the new platform was simple, as well. As Gary explains, “We’ve had those conversations with techs in the past when a new technology comes along. They had concerns that the new system would be too complicated for them to use. And then we see them on their smartphone. And with AMCS, we knew that, if they can tap away on their phones, they can use this platform. After just a couple of days’ training, they’re ready to go.”

Kelly adds, “We start by showing them how to create a work request. It takes me about 30 seconds to explain it, and then it only takes them about 10 seconds to actually do it. They’re always surprised how simple it is.”

Now, the organization knows what each team member is doing, and where their budget is going, at all times. “No paper, no digging,” says Kelly. “The reporting from operations to maintenance has improved greatly. We’ve gone from one-way communication to a two-way system. Seeing information live is huge for managers.”

Gary adds, “All that information is also really easy to find. That’s improved our overall fleet performance.”

Using data to drive business decisions.

AMCS Fleet Maintenance’s API capabilities have empowered WFS to create customized dashboards to meet their unique needs, even as they evolve. “We’re tracking everything,”

says Kelly. “Our PM schedules for each individual asset, who reported what problems and when, how much equipment we need for any given flight, and a lot more. It’s all helping us make huge improvements to our day-to-day operations.”

One clear demonstration of the benefits of AMCS’ open API is the WFS team’s ability to use Microsoft Power BI to visualize their AMCS Fleet Maintenance data. They’re able to create dashboards using virtually any information in AMCS Fleet Maintenance. That capability is generating powerful efficiencies, delivering more real-time information throughout the system, and enabling them to meet nearly any reporting need. And, since the data captured on the app is validated in real-time, they can be confident they’re feeding extremely high quality data into the analytics.

“Airlines always throw out extremely unique situations,” says Gary. “The API capability allows us to overcome any obstacles that are put in front of us.” Kelly adds, “I’ve spent hours working with it. We’ve developed tons of reports now, and they were super easy to make. We’ll make more as we need them. It’s live, it’s up to date, and I don’t have to worry about any of it.”

Moving forward.

After a successful launch, the WFS team is seeing the power of the AMCS Fleet Maintenance platform can benefit the overall business. “One of our largest customers has already taken a big interest in what we’re now able to do,” says Gary. “And it looks like that could potentially bring in more business from them.”

In the future, WFS will continue to serve as an invaluable partner, providing critical real-world feedback and ideas that AMCS can employ in each new release.

So, how far can Worldwide Fleet Services go toward their goal of shrinking ground-related delays to a bare minimum, across the globe? With AMCS Fleet Maintenance helping them improve performance every day, it looks like the sky’s the limit.

Learn how AMCS Fleet Maintenance can help.

Read more [!\[\]\(83bbbd261710c59db0214aa27b2edc0d_img.jpg\)](#)



With 30 years of expertise, AMCS is the leader in Fleet Maintenance software. Our innovative, scalable solutions enable customers to work smarter and adapt swiftly to new market opportunities and challenges. AMCS has 1,000+ employees, more than 4,000 customers and over 700,000 trucks under management. Contact us to find out how AMCS Fleet Maintenance can help your business thrive.

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