EXECUTIVE SUMMARY

Challenge

Pilatus Aircraft Ltd lives and breathes innovation. For eight decades, the Swiss-based manufacturer has delivered a constant stream of legendary single-engine turboprop aircraft, culminating in the PC-24, the world’s first business jet for short unmade runways.

Group operations rely on efficient communications across a highly dispersed supply chain: from its headquarters in Stans, Switzerland and subsidiaries in Adelaide, Australia, and Colorado in the United States, to 40 independent sales and service centers worldwide.

“Because we have this very distributed workforce, efficient collaboration is essential,” says Martin Näpflin, head of ICT services. “As well as our main locations and remote offices, the nature of our business involves regular contact with customers, from the point of purchase to three years or more.”

In addition to lengthy after-sales support, Pilatus is also involved in complex competitive tenders that require detailed customer discussions on drawings and plans.

Previously the company relied on Cisco WebEx® Meetings and voice communication, but its old private branch exchange (PBX) telephony system was reaching end-of-life, and its videoconferencing solution was also outdated.

Solution

Working with trusted partner Bison IT Services AG, Pilatus conducted extensive interviews to establish the needs of different departments. Taking these requirements into account, Pilatus evaluated tender responses before eventually deciding to replace its legacy telephony system with Cisco® Unified Communications Manager and Unified IP Phones.

“We especially liked the features and also, because we already had Cisco routers and switches in our network, the proposal offered an end-to-end solution,” says Näpflin.

Keen to seize the advantages that it could gain from features such as presence and instant messaging, Pilatus then decided to implement Cisco Jabber® for Windows, tablets, and mobiles, mainly iPhones and Androids. “Jabber is now a standard application that is being rolled out to all computer users,” says Näpflin.

Customer Case Study

Improving Global Supply Chain Operations

Pilatus Aircraft optimizes efficiency, business growth, and workforce effectiveness

Customer Name: Pilatus Aircraft Ltd
Industry: Aviation
Location: Switzerland
Number of Employees: 1800
Challenge

• Reduce travel time and cost
• Support growth and long-term customer contracts
• Streamline communication across global supply chain
Solution

• Collaboration platform, connecting widely distributed workforce and international customers via Cisco Unified Communications, Jabber, and TelePresence

Results

• Less travel and lower expenses
• Improved business agility
• Greater contact and richer interaction
“In fact, more and more customers prefer a TelePresence system to improve efficiency and reduce frequent trips to Switzerland on the basis of virtual meetings.”

Martin Näpflin
Head of ICT Services
Pilatus Aircraft Ltd

Video is the latest addition to this collaboration strategy. Six Cisco TelePresence® systems have been introduced, two of which are installed at the premises of major customers. “In fact, more and more customers prefer a TelePresence system to improve efficiency and reduce frequent trips to Switzerland on the basis of virtual meetings.” says Näpflin.

Results

Less travel and greater cost savings
As the use of Cisco WebEx and TelePresence spreads, it is expected to greatly reduce the time and cost of travel both between Pilatus offices and to visit customers. While it is too early to confirm savings, Pilatus expects to see a significant upside. Similarly, by using Cisco Unified Communications to connect international offices, the company anticipates call savings could be as much as 20 percent.

Improved business agility
Standardizing with one single vendor has improved control and governance, while centralized management makes it much easier for ICT to support expansion plans and requests from people moving around the organization.

“To cope with business growth, we are busy erecting new buildings on our main campus,” says Näpflin. “With Cisco Unified Communications, we only have one platform and don’t have the trouble and expense of running lots of cabling.”

Greater contact and richer interaction
Not only are teams more productive, they are also enjoying more regular contact and richer interactions. For example, detailed reviews of plans and drawings can now take place using WebEx to share desktops, or via TelePresence high-definition video. “Instant messaging, presence, and video functionality provided by Cisco Jabber enable people to work effectively whether in the office or on the move,” says Näpflin.

Pilatus is already planning to introduce Cisco Jabber Guest, offering simple, lightweight browser and mobile video calls to customers, partners, and corporate users.

For More Information
To learn more about Cisco Collaboration, go to www.cisco.com/go/collaboration

Product List

Collaboration
- Cisco Unified Communications Manager
- Cisco Unified IP Phone 8945, 9951, and 9737
- Cisco Jabber
- Cisco TelePresence EX Series
- Cisco WebEx Meetings