



London Luton Airport

Keeping transport wheels turning at the capital's fast expanding airport

Background

Opened in 1938, Luton is London's oldest continuously operating airport and is now run by TBI, part of Airport Concessions & Development Ltd. London Luton Airport serves over 9.4 million passengers a year and is one of the UK's fastest growing airports - expansion to 30 million passengers per annum is expected by 2030.

Travellers demand that the capital's bustling airports run like clockwork and ensuring service delivery by keeping the wheels turning is no mean feat. Responsibility for this busy airport's transportation, ground handling and special purpose vehicle fleet rests on the shoulders of the Transport Manager and his team.

Needs

When its Operations team evaluated FrontLine, the airport was facing a considerable cost to upgrade its then currently used fleet management software to the latest version.

Transport Manager Gary Clark explains, "We were looking for a

more cost-effective alternative to our existing system which would combine calendar-based fleet-management with a custom billing facility for contract repair work on ground-handling equipment.

The previous system was too cumbersome and time-consuming, requiring data to be downloaded and re-input into different programs. FrontLine provided a single, affordable system which can be used to manage maintenance of all types of items from light bulbs to buildings and vehicles."

Solution

Deciding FrontLine was the best option, the Operations Division installed the following modules: Maintenance Management, Work Requester and a customised billing utility. Initial training was followed by on-going support from the FrontLine helpdesk team back at Shire Systems.

FrontLine, which includes a comprehensive asset register, allows preventive and corrective

maintenance to be scheduled effectively and builds a full history of the maintenance, repair and failure events on each asset.

Reports, detailing such information as work load, job histories, downtime and fault analysis, can be quickly and easily created, allowing the situation to be constantly monitored, assessed and performance improved.

Benefits

FrontLine has streamlined fleet maintenance operations. Paperwork has been eliminated - requests for work are keyed-in directly via Work Requester. After approval, each raised work request is allocated to a technician who enters details of completed work directly into FrontLine. Authorised individuals from any work requesting department can call up jobs electronically to check progress; everyone has complete visibility of the workflow.

By choosing FrontLine, instead of an upgrade to their legacy system,

◀ Maintenance ensures it moves



Luton Airport has achieved considerable savings in both the initial capital outlay and on-going cost of operations. Paper has been eliminated, admin cut and maintenance productivity and effectiveness increased.

don't do the job or they cost too much to own. The team at Luton realised that their best option was to migrate to FrontLine because of its rich functionality, low initial price and miniscule ongoing cost of ownership.

It seems that the decision routinely faced by maintenance and fleet managers in respect of aged machines – replace or renovate – applies equally to maintenance software. ■

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Future plans

Future plans at Luton include the implementation of the FrontLine Stock module to control day-to-day material issues, deliveries and adjustments. The constant availability of critical parts will be ensured by automated reordering and each job sheet issued to technicians can include a list of required parts and their store location.

The team at Luton have definitely got their feet firmly on the ground.

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Insight

The rush to computerise maintenance management in the 90s has left many organisations with aged software systems that are unsuitable for today's needs – they



Luton is the UK's largest operator of Business Jet services