



Customer Profile

JBT AeroTech Finds Flexibility and Savings with Infor EAM Enterprise



Facts at a glance.

Solution: EAM

Products: Infor™ EAM Enterprise (Hosted)

Industry: Aerospace & Defense

Country: USA

“We can easily configure Infor EAM Enterprise to accommodate our business process changes. In a single environment, we can track purchases, warehousing, and corrective and preventive maintenance work—down to minute details—and know the costs. And with advanced reporting, I can quickly email reports to senior executives.”

—Stephen Tatton, Manager, Technology and IT, JBT Aerotech

About the company.

JBT AeroTech Corporation manufactures and services airport equipment and products. With headquarters in Orlando, Florida, the company, a division of JBT Corporation, provides everything from citrus squeezing to various equipment: ground support, gate, and military. To learn more, visit www.jbtaerotech.com.

Challenges.

- Track all maintenance work being performed and time needed to complete each task.
- Automate workflow of work orders or procurement documents appropriately, including escalation processes.
- Quickly determine problem areas and assign labor to fix them.
- Maximize use of current IT resources without adding staff.

Benefits.

- Gained ability to accurately track all purchases, inventory, and corrective and preventive maintenance work, including cost details and exact time spent to perform work, within one system, as well as to detect and correct any problems quickly.
- Claimed 15% to 25% higher system efficiency within a hosted environment, compared with similar on-premises ones.
- Achieved nearly 100% system efficiency and uptime, with only two brief downtimes within 10 years (once during an upgrade, and after one switch failed).
- Achieved ability to quickly create comprehensive reports for executive management.
- Consolidated alerts from monitoring systems into one actionable event: producing the right action with the right person at the right time.
- Saved significant IT costs using Infor EAM Enterprise in a hosted environment, particularly with JBT’s need to maintain optimum 24x7 service.

“Choosing Infor EAM Enterprise as a hosted solution was an easy decision. We manage maintenance at 22 airports globally, and we needed a solution that could manage our diverse business and a hosting company that would work with us and support our growth in multiple locations connected by a wide area network.”

—Stephen Tatton, Manager, Technology and IT, JBT Aerotech

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