



## How Alaska Airlines Meets Safety Standards Across 100+ Locations with a CMMS

### — CHALLENGES

- *Thousands of employees and assets spread across 104 locations.*
- *No system to track work order status.*
- *Lack of real-time visibility into project status across technicians and facility management.*
- *Mission-critical assets needed in safe and clean conditions.*

### + SOLUTIONS

- *Maintenance Connection's work order tracking module.*
- *Maintenance Connection's reporting and record-keeping functionality.*
- *Maintenance Connection's preventive maintenance schedules.*

### = RESULTS

- *Full visibility into work orders status across all locations and technicians.*
- *Digital records of historic work orders and maintenance procedures by asset.*
- *Safer, cleaner environment for all passengers and airline employees.*
- *Nine-year consecutive winner of J.D. Power award for top customer satisfaction rating.*

Alaska Airlines was founded in 1932 with its largest hub in Seattle. The airline offers flights to more than 100 destinations, including Alaska, Hawaii, Costa Rica and Mexico. It's also been ranked with the highest customer satisfaction compared to traditional airlines for nine years in a row.

With customer service at the top of its priority list, Alaska Airlines knew that equipment downtime or unsatisfactory conditions for passengers were not options. The organization needed a system to manage and organize its thousands of assets across 104 airport locations. It also needed to track maintenance needs and avoid equipment downtime across the fleet of aircrafts.

The Alaska Airlines team selected Maintenance Connection's industry-leading CMMS for asset management, work order tracking and preventive maintenance schedules.



## CMMS SYSTEM STREAMLINES WORK ORDER TRACKING PROCESS

Across Alaska Airlines' 104 locations are thousands of maintenance technicians who work around the clock to ensure airport facilities are safe and assets are properly working. The airline also works with two facility management companies, Sodexo and NANA Management System, which help fulfill work orders as they come in.

After implementing Maintenance Connection's CMMS, Alaska Airlines immediately saw the benefits in the system's work order tracking module. Using the work order tracking feature, Alaska Airlines is able to create work orders directly in the system without technicians leaving the field. Plus, each member that services an asset is able to update the status as they go until it's complete.

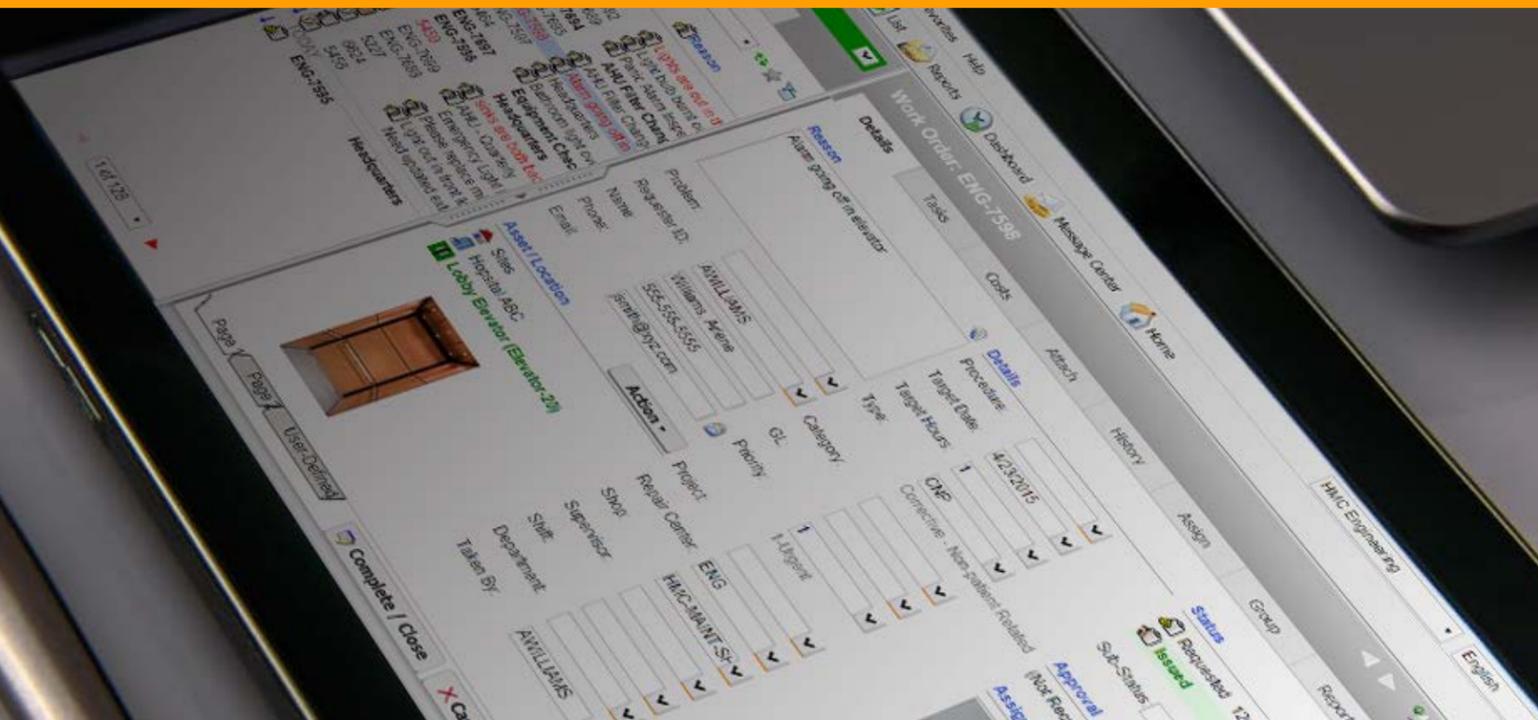
In addition to real-time work order status information, Alaska Airlines uses the CMMS to properly keep records on all maintenance history. That way, the airline maintains a clear record on KPIs, vendors and budget.

*"It helps us with clear communication," says Amador. "Everything in the system is documented on work orders. Fiscally, it helps us maintain our budgets and know where we're at on a daily, monthly or quarterly basis."*

Alaska Airlines also relies on Maintenance Connection for preventive maintenance. Using the CMMS's preventive maintenance schedule feature, the team is able to prevent an asset breakdown before it even happens.

Alaska Airlines currently implements preventive maintenance at all 104 locations across the country.

*"We depend on Maintenance Connection across our 104 airport locations," says Allan Amador, facilities manager at Alaska Airlines. "We use the software to maintain a variety of assets—from hangars to data centers, to fuel tanks, baggage systems, jet bridges, passenger boarding bridges and more."*



## STRONG MAINTENANCE STRATEGY WINS CUSTOMER SATISFACTION AWARD

While asset uptime, cleanliness and project visibility are top priorities to Alaska Airlines, nothing trumps passenger safety and satisfaction.

For nine years in a row, Alaska Airlines has been rated number one for customer satisfaction in the J.D. Power North America Airline Satisfaction Study. The award evaluates five aircraft companies, and measures the experience and ratings by surveyed passengers.

Amador credits Maintenance Connection's CMMS implementation as a top reason for continually winning the award. Thanks to the CMMS, the Alaska Airlines team is able to pinpoint system deficiencies and quickly turnaround any work order requests. Both of these factors have led to safer environments and better travel experiences for all passengers and carrier employees.

*"Safety is a top priority for us," explains Amador. "Maintenance Connection allows us to oversee all over our assets and coordinate any maintenance—scheduled or unscheduled. And that helps keep Alaska Airlines safe."*

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