

CASE STUDY

CENTRIK

Airshare

Leveraging Workflows to Increase Safety



Airshare Company Profile

Airshare is a private aviation company based in Overland Park, Kansas, founded in 2000. Specializing in providing fractional jet ownership, aircraft management, and private charter services, they take pride in establishing and maintaining meaningful relationships with each of their customers. Starting out with only 17 employees and a small fleet of 5-6 aircraft, the company has significantly expanded in recent years. Through growth and acquisition, Airshare now comprises three FAA certificates, 700 employees and 130 aircraft, including a core fleet of 26 fractional ownership aircraft. Brian Jewell, Director of Operations at Airshare, joined the company in 2005 as a pilot. Being a key member of the organization for nearly 20 years, Brian shares that the growth of the company and need for operational efficiency caused them to reconsider their compliance and operational processes, and in doing so, turned to TrustFlight.

Today, Airshare utilizes 10 Centrik modules, including Safety, Quality, Risk, Training, and Workflows. Since implementing Centrik, they have created 900+ active workflows and 150+ active training modules to streamline and integrate their processes. Using these modules daily, Brian shares that Centrik has made his day-to-day tasks significantly easier, increasing task visibility, reducing administrative burden, and most importantly, improving safety.



Opportunity to Transform

Before partnering with TrustFlight, Airshare knew that their operational workflows and procedures were not dependable or efficient long-term. They relied on outdated and scattered spreadsheets to manage their safety and compliance documents, meaning only one person could edit the documents at one time. With 40+ components of each file, and the need to manually follow up on individual tasks, they experienced significant operational delays. Brian described their process as 'cumbersome' and noted that it affected the team's ability to manage procedures and complete tasks efficiently.

The introduction of TrustFlight's Centrik platform meant that they could have seamless workflows between departments, enhancing collaboration between maintenance and crew teams and ultimately reducing delays in their overall operation. The decision to implement Centrik was influenced by a positive experience from their Director of Training during an international flight, who knew that TrustFlight's seamless and integrated safety management system provided the perfect safe, reliable and cost-effective solution to their problem. The ability to build their new seamless workflows from scratch minimized the need for extensive retraining and allowed the team to smoothly adapt to the new streamlined system.

Knowing the nuances that came with onboarding aircraft, managing pilot qualifications, and handling various compliance tasks, the team at TrustFlight approached this with an informed and knowledgeable perspective. This was the key building a successful partnership and ensuring long term success for Airshare.



Strategy Execution

Not long after deciding to partner with TrustFlight, the implementation phase kicked off with an in-depth strategy meeting. This allowed the team to establish a training schedule and timeline, to ensure Centrik was implemented seamlessly and with ease. Brian recalls the implementation process as smooth, noting that TrustFlight provided ‘excellent and hands-on support throughout’ and ensured the team were clear with different Centrik functionalities.

Executing this strategy with efficiency allowed the team to discover how specific Centrik modules could significantly enhance their day-to-day operations. They discovered that features such as smart workflows and real-time alerting proved invaluable to their organization. This feature removes lengthy administrative burden, by simply assigning actions to team members and automating feedback.

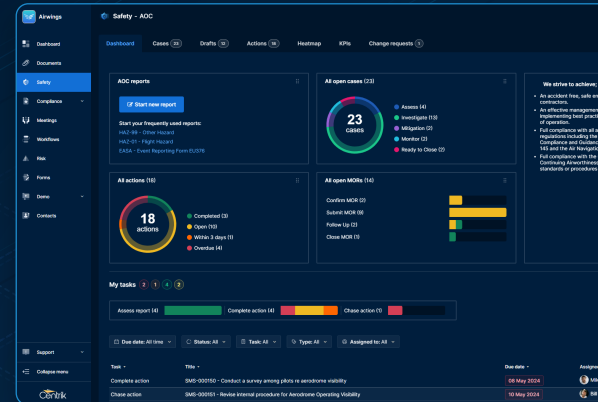
Along with this, Brian shares that there are several different factors they must consider when onboarding an aircraft, whether it is a part 91 private airplane or a 135 commercial airplane, the processes are significantly different.

Therefore, they require a personalized approach, and implementing Centrik meant that these processes were customizable, streamlined and ultra-efficient.

Outcome

Implementing Centrik has significantly improved Airshare’s operational efficiency and compliance management. By replacing scattered excel spreadsheets with a centralized and integrated system, providing better visibility and accountability, it created seamless processes throughout all departments.

For Brian, it has brought peace of mind by offering a comprehensive view of the company’s compliance status across various departments. Overall, Brian shares that Centrik has been instrumental in managing the company’s growth and maintaining compliance in a complex regulatory environment.



Brian Jewell - Director of Operations, Airshare

“Having Centrik really streamlined our processes and made it very functional for everyone to be able to track exactly what is going on with an airplane, down to the very minute of things.”

