

Aerospace Leader Gains Reliability Across Mission-Critical Systems with Managed Services



Our customer is a leading supplier of avionics-standard aircraft communications, providing critical support to sectors such as air ambulances, law enforcement, and the military. Dependable systems are essential to their operations. When their managed services provider began falling short, the team faced a choice: continue with the status quo or find a partner who would treat their business with the care and urgency it deserved.

Through a focus on continuous improvement, collaboration, and a forward-looking approach to managed services, the company strengthened its systems, became more agile, and positioned itself to serve its customers more effectively.

INDUSTRY & ACCOUNT DETAILS:

- **Industry:** Aerospace
- **Location:** Prescott, AZ

SUPPORTED DETAILS:

- **Type of Support:**
Managed Services
- **Services Provided:**
Comprehensive Oracle 3PS support including general ledger, time and labor, inventory management, and procurement
- Application Managed services & Development Support, Technical Managed Services

For more information,
please contact us at
spinnakersupport.com

THE CHALLENGE: OVERCOMING GAPS IN SERVICE & VISIBILITY

The customer's previous managed services provider became a source of frustration. Despite their role as a major aerospace player, the team often felt overlooked. Support requests faced delays, transparency was limited, and there was no true partnership to address their unique needs and business goals.

These gaps began to affect the company's ability to meet its commitments. The team needed more than a vendor; they needed a partner who would proactively solve problems and advocate for their success.

STRATEGIC PARTNERSHIP ROOTED IN A FOUNDATION OF TRUST

Rather than accept subpar service, the company's leadership acted. They sought a provider offering technical expertise combined with a collaborative, customer-first approach.

This search led to Spinnaker Support, a company with a strong track record in Oracle Third Party Support (3PS). An existing 3PS relationship had already demonstrated Spinnaker's commitment to excellence and customer advocacy, creating a foundation of trust for a deeper managed services partnership.

OUR APPROACH: A COMMITMENT TO LISTENING AND ANALYZING TO BUILD A TAILORED SOLUTION

From the beginning, we prioritized a collaborative relationship over a simple system handoff. This started with a thorough understanding of the customer's frustrations and the underlying causes.

DEEP-DIVE ANALYSIS:

Our Managed Services and AMS 3PS teams conducted a detailed review of the customer's ticket history. Financial modules accounted for a substantial portion of requests, highlighting the need for specialized attention. We also identified opportunities to expand support, including application managed services (AMS) and development support.

COLLABORATIVE SOLUTION DESIGN:

We worked closely with the customer, including the controller and VP of Finance, to design a tailored solution. The approach was consultative, transparent, and focused on delivering measurable value.

CROSS-FUNCTIONAL TEAMWORK:

Internally, we assembled a cross-functional team to cover every aspect of the transition. Account management, customer success, managed services, and solution consulting combined expertise to ensure no detail was overlooked and the customer always had a dedicated advocate.

THE SOLUTION: A COMPREHENSIVE, CUSTOMER-CENTRIC APPROACH

After months of planning and dialogue, we co-created a solution addressing immediate needs and preparing for future growth.

APPLICATION MANAGED SERVICES (AMS) & DEVELOPMENT SUPPORT:

- **Modules Supported:** Oracle General Ledger, Payables, Receivables, Order Management, Time and Labor, Inventory Management, Projects, and Procurement.
- **Services Provided:** Level 2 and Level 3 support, incident-based resolution, enhancements, governance, and reporting.
- **Approach:** Incident-driven support with a focus on continuous improvement and proactive issue resolution.

TECHNICAL MANAGED SERVICES:

- Database environment review and performance assessments
- Ongoing tuning and enhancements
- Regular system health and security checks
- 24/7 monitoring and rapid incident response
- Robust backup and restore capabilities
- Liaison with third-party vendors for streamlined resolution

DELIVERY GOVERNANCE:

- **Structured Knowledge Transfer:** A detailed, four-week transition plan, including two weeks of direct knowledge transfer from their previous managed services provider, ensured that all customizations and critical information were captured.
- **Regular Cadence of Meetings:** Weekly meetings during the initial three months, transitioning to bi-weekly as the account stabilized, provided ongoing alignment and transparency.
- **Reporting and Dashboards:** Custom dashboards and regular reporting kept leadership informed and empowered to make data-driven decisions.

THE TRANSITION: MANAGING CHANGE WITH CARE

Transitioning from one managed services provider to another is a complex process, especially for a dynamic business in a highly regulated industry. Recognizing this, we placed strong emphasis on change management and communication.

KNOWLEDGE TRANSFER:

We worked closely with both the customer and their previous MSP to facilitate a thorough knowledge transfer. This included detailed documentation of customizations, workflows, and historical issues. Our goal was to ensure a seamless handover, minimizing disruption and preserving institutional knowledge.

PROACTIVE SUPPORT:

From day one, our team was proactive in identifying potential challenges and addressing them before they could impact operations. This included monitoring gaps in reporting, ensuring continuity in business intelligence (BI) capabilities, and staying agile in response to evolving needs.

CONTINUOUS IMPROVEMENT:

We established a feedback loop with the customer, encouraging open communication and regular check-ins. This allowed us to adapt quickly, refine our approach, and ensure that the partnership continued to deliver value over time.

THE RESULTS: A NEW ERA OF PARTNERSHIP AND PERFORMANCE

The transition to Spinnaker Support was a turning point for our customer. A dedicated team, clear processes, and a customer-first approach delivered measurable impact within weeks. Support tickets were resolved faster, and the team gained full visibility into operations.

KEY OUTCOMES:

- **Faster, More Transparent Support:** Issues are now resolved more quickly, with clear communication and full visibility into the process.
- **Stronger Partnership:** The customer has a true partner that understands their business, anticipates their needs, and advocates for their success.
- **Operational Confidence:** With robust managed services in place, the team can focus on innovation and growth, knowing their critical systems are in expert hands.
- **Empowered Decision-Making:** Access to real-time dashboards and regular reporting enables data-driven decisions and continuous improvement.

WHY IT WORKED: THE POWER OF COLLABORATION

The success of this partnership reflects the customer's vision and commitment to excellence. By refusing to settle, engaging in open dialogue, and embracing collaboration, they enabled transformative outcomes.

At Spinnaker Support, our focus on listening, analyzing, and co-creating solutions kept the customer at the center of every decision. Together, we turned a challenging situation into an opportunity for growth and innovation.

KEY TAKEAWAYS

- **Customer-Centricity Drives Results:** Putting the customer's needs first leads to better outcomes and stronger partnerships.
- **Collaboration is Key:** Cross-functional teamwork and open communication are essential for successful transitions.
- **Continuous Improvement Matters:** Ongoing feedback and adaptation ensure that solutions remain aligned with evolving business needs.

Looking back, the customer says the biggest difference is knowing they have a partner who's invested in their success. For us, that's the real win.

Explore more customer success stories at spinnakersupport.com

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.