

# AIRLINE CLIENT

As the MSP provider for a major U.S. airline, AgileOne also services the company's Technical Operations division, which provides maintenance, repair and overhaul (MRO) services for the airline's fleet as well as more than 100 customers around the world.

All commercial and civil aircraft operators are subject to strict regulation by government agencies, which includes mandatory aircraft maintenance inspections. Our client relies on the AgileOne MSP program to provide personnel for what are known as "C checks," the second most thorough inspection required by the Federal Aviation Administration (FAA). The inspection, which must be performed approximately every 2 years, is labor-intensive – typically requiring up to 6,000 person-hours and leading to additional work such as corrosion, sheet metal and paint projects.

To say C checks are critical to our client's business is an understatement, as planes that don't pass C checks don't fly.



## Global Aircraft Maintenance Repair and Overhaul ONBOARDING COMPLIANCE FOR TIME-SENSITIVE MANDATORY INSPECTIONS

### Program Highlights

+8 years

#### Trusted Partner

- Client's MSP provider since 2010
- Received company's annual award for top diversity supplier

↑93%

#### Quality Talent

- Improved start rates for critical project personnel 60-70%
- Consolidated IT and non-IT programs
- Improved fill rates to 93%-plus

↻95%

#### Continuous Improvement

- Increased client satisfaction to 95%
- Retained outside counsel specializing in international law to manage contract negotiations with off-shore vendors
- Successfully managed multiple technology interfaces required by the (TSA) watch list

👛7 million

#### Cost Savings

- Saved the company more than \$7 million

## Challenge

C checks require mechanics, assemblers and other personnel with specific, specialized skills and experience. Not only must these workers be technically qualified, but they must be available when needed and able to pass extensive background checks and drug screens. Due to these strict requirements, meeting onboarding targets for C checks sometimes proved challenging. As critical as C checks are, overcoming this challenge was imperative.

## Solution

To mitigate the risk of a C check being delayed by onboarding compliance concerns, AgileOne developed the “Quickstart” program. This initiative leverages the efforts of 5 staffing suppliers to build a “bench” of pre-qualified personnel who can be onboarded immediately to support a C check or related project.

## Results

Since the program’s inception in 2016, start rates for special projects such as C checks have improved by 60 to 70 percent. Since the program’s inception in 2016, start rates for special projects such as C checks have improved by 60 to 70 percent.

### Our People



### One World. One Workforce. One provider: Company A.

Key to our success are our teams. The Client Services Manager overseeing the program has nearly 3 years supporting the customer and 15 years of experience in the workforce management industry. Her combination of experience in the workforce solutions and airlines industries gives her an edge in understanding what his client needs and delivering it.