

## CUSTOMER SUCCESS STORY



# CANADIAN TRAINING CENTER ACHIEVES CLARITY AND IMPROVES TRAINING EFFICIENCY

### Challenges

- To establish efficient training operations that meet complex and varied requirements
- To enable scalability of Pacific Sky's training programs

### Solution

Fox's cloud-based platform now manages the training, scheduling, learning and qualifications

### Benefits

- 20% reduction in IT-related costs achieved by replacing four different legacy systems
- 50% reduction in the time a scheduler now spends scheduling training programs
- 40%-50% fewer errors across the entire training process



### ABOUT PACIFIC SKY

Pacific Sky is a Transport Canada and EASA-approved provider of new pilot initial licensing and ratings, as well as Multi-Engine, IFR, and Twin Otter pilot training.

The Twin Otter is used for different operations - from passenger commuting to medical evacuation, taking off from the ground as well as from the water. Pacific Sky's customers require different Training Programs and are subject to many different regulators from civil aviation to the US Army and the US Airforce.

Pacific Sky's customers have their own strict set of requirements for Training Programs to be developed and documented, each in a relatively short period of time. With hundreds of different training sessions, it became next to impossible to guide instructors what to do in each session.

### CHALLENGES

- Meet growing demands for multiple types of training programs
- Obtain efficiency and coordination between the different systems (online instructor scheduling system, desktop simulator management software and basic LMS)
- Achieve compliance with strict regulatory standards
- Improve accuracy and reduce errors across the training process
- Standardize training program design and curriculum



## SOLUTION

- Fox's cloud-based platform now manages many different curriculums easily and effectively, all within strict regulatory guidelines
- The robust platform manages planning, scheduling and resource management (including the simulator inventory), pilot training records, qualification management; Fox also the organization's LMS
- Training quality and standards are augmented by capturing performance data in real-time on mobile devices
- The onboarding was completed in record time - just nine weeks - a full two months ahead of schedule!

## 9 WEEK IMPLEMENTATION

### WEEK 1

Setup of the Fox cloud-based test environment

### WEEK 3

System configuration and onsite workshops

### WEEK 7

Setup and configuration of the Fox cloud-based production environment

### WEEK 9

Fox TMS is up and running



*"The BKS solution manager worked diligently and managed to shorten the implementation process by 50%".*

**Rob Dewar,**  
Training Program Manager,  
Pacific Sky Aviation Inc





## BENEFITS

### Improved Customer Satisfaction

- Pacific Sky is now able to respond quickly and more accurately to their customers' requests
- They can easily accommodate customer-specific requirements
- Customers enjoy easy access to the Training Library

### Savings in Costs and Time

- 20% reduction in IT-related costs achieved by replacing four different legacy systems with Fox
- 50% reduction in the time a scheduler now spends scheduling training programs compared to pre-implementation of Fox

### Achieved Standardization and Compliance

- 100% of Pacific Sky's data is now digital, accessible, customizable, presentable, and exportable, enabling better tracking, analysis and sharing of data
- Training program development is now organized and standardized, with 40%-50% fewer errors across the entire training process

### Faster, more Accurate Billing

- The Fox report builder is now the basis for more accurate billing, and has shown significant time savings in billing processes

Discover how to increase training capacity with efficient management of training operations



## About BKS



Britannica Knowledge Systems provides a comprehensive integrated training and readiness management solution for civil aviation, defense, security forces and corporate compliance training management. The flagship product, Fox, is an innovative web-based training management system that optimizes the training, scheduling and operational readiness of complex global training organizations. Fox oversees the use of costly resources, simplifies complex scheduling tasks, and manages the complete lifecycle of qualification training.

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