

CASE STUDY

# Airline Maintenance Provider Streamlines Compliance Operations to Serve Global Customers

## Provider of essential services and products

Air France Industries KLM Engineering & Maintenance (AFI KLM E&M) is a leading provider of airline maintenance repair and overhaul (MRO) services supporting 200 international customers and more than 2,800 aircraft, with over 600,000 parts shipped from multiple hubs. The organization, a joint venture between Air France Industries and Dutch company KLM Engineering and Maintenance, offers comprehensive technical support including line maintenance, engine overhaul and aerostructure servicing through a global network of facilities and personnel to guarantee the smooth operation of its customers' aircraft.

## Growth and the need for reliability

Since its inception in 2018, the joint venture has become a top revenue generator for the two airlines. Its essential services have turned it into the second-largest MRO provider in the world. To achieve this ranking, the company focuses on carefully controlling costs and maintaining high quality and performance standards. This enables it to continue to invest in growth strategies, including the modernization of its industrial infrastructure at its five principal maintenance sites, which are spread across France and the Netherlands.

AFI KLM E&M had operated exclusively in Europe but wished to expand globally. With its sights set on broadening its customer base to other countries outside the region, the company realized it would need to bolster its international compliance processes in an

environment of tighter overall regulations, especially for airlines. Strict guidelines regulate the movement of dual-use products—classified as goods with the potential for either military or civilian use—cross borders. Many of the aircraft parts, plus the aircraft itself, could fall under these tight regulations, making it crucial for AFI KLM E&M to understand the requirements, maintain due diligence and keep careful records for each transaction.

To guarantee top speed and service to expedite its customers' critical repairs, the company would need a compliance solution to address three main areas:

- Screening of parties and countries against restricted or sanctioned lists
- Handle the exponential increase in the number of shipment destination countries
- The delivery of accurate information to brokers and external customs systems globally

## Why e2open?

To safeguard against customs entry delays and help streamline transit times for essential parts to repair its customers' aircraft, AFI KLM E&M sought to put in place an automated global trade compliance technology solution. It identified e2open as one of the leading industry experts in trade compliance technology and regulatory content.

“The complexity of our business and operating our supply chain is increasing as we see significant growth and diversity of our business across the globe. We’re excited to partner with e2open to ensure we stay abreast of the ever-changing regulations, leverage global trade and compliance best practices and further the digital transformation of our supply chain. The new platform provides best-in-class, time-critical compliance to improve our operations, allowing us to better serve our global customers.”

**Executive Vice President**

Air France Industries

## Comprehensive processes and content

The organization realized that the combination of powerful compliance risk management and scalability through automation is a significant advantage in an environment where regulations are frequently changing.

### **E2open applications**

To efficiently manage critical parts shipments, AFI KLM E&M implemented the following applications:

- e2open Due Diligence Screening
- e2open Export Management
- e2open Import Management
- e2open Global Knowledge®

With this combination of capabilities from e2open’s Global Trade suite of applications, the organization would automatically screen shipments to meet regulatory trade compliance requirements. It would also seamlessly receive recommendations for required export licenses and import trade documents.

### **A unified platform**

E2open’s highly configurable solution platform empowers AFI KLM E&M to provide its customers with the highest quality products and services on time while reducing costs and improving efficiency. Without customs delays, parts can flow quickly and smoothly into and out of repair facilities, minimizing aircraft downtime for the joint venture’s customers.

## Scalable, automated compliance to enable growth

Now AFI KLM E&M’s teams efficiently manage all cross-border trade compliance, country-specific controls, restricted party screening, license determination and entry visibility, in addition to easily generating all required documentation. The customs compliance capabilities help ensure AFI KLM E&M’s products and services reach customers on time while meeting regulatory requirements, ultimately helping bolster air safety and aircraft operations around the globe. Streamlined processes enabled by automation and accurate regulatory content have helped empower the joint venture to expand into global markets and meet its growth goals.

Other results include:

- Reduced labor-intensive product screening through automation
- Standardized denied or restricted party compliance checks across the organization
- Reduced brand and safety risks posed by involvement with banned and sanctioned goods
- Minimized delays by enabling compliance with country-specific regulations
- Enhanced customer service through expedited processes



## About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 500,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 18 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: [www.e2open.com](https://www.e2open.com).

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