

NEWS RELEASE

Please find here a news release issued today by Worldwide Flight Services (WFS)

Media contact: Jamie Roche, JRPR
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T: + 44 (0) 1753 900902
E: jamie@jamierochepr.co.uk

WFS PICKS FIIX MAINTENANCE SYSTEM TO OPTIMISE ITS CARGO EQUIPMENT PERFORMANCE IN EUROPE

Worldwide Flight Services (WFS), the world’s largest air cargo logistics provider and one of the leading suppliers of airline and airport ground handling and technical services is now using the Computerised Maintenance Management System (CMMS) from software specialists Fiix to optimise the performance, reliability, and sustainability of its cargo handling, equipment, and facility assets.

WFS has piloted the CMMS solution at its airport operations in Paris, Madrid, and London, supported by the Fiix multilingual Implementation team, and now plans to roll it out at other stations across Europe in 2023. Using CMMS, WFS is transitioning from reactive maintenance to preventive and predictive maintenance. Trials have confirmed the system’s ability to reduce equipment downtime, improve productivity, and reduce maintenance costs. In the UK alone, equipment breakdowns and maintenance call-outs were reduced from 60 in May of last year, before the trial started, to 12 in October.

By using CMMS, WFS is now able to:

- Register, create work orders and gather history against all assets to support WFS’ customer service, safety, and security focus.
- Track and measure equipment usage and performance in real time.



- Track and optimise asset performance – collating all equipment information in one place to keep the WFS’ cargo handling equipment and facility assets operational, safe, and productive.
- Create work requests with a few taps, by scanning a QR code on the equipment on their mobile device putting an end to time-consuming work orders, so maintenance projects can be completed faster.
- Receive maintenance requests from users in their preferred language, through the work request portal, which CMMS administrators can easily search, sort, and track them to prioritize workflows.





Worldwide Flight Services

- Create scheduled maintenance routines based on operational priorities, date, time, meter, event, or condition-based triggers.
- Track and report on all maintenance work, including completion rates, repair dates, total costs, and follow-up tasks.
- Match the right schedule and tasks for each piece of equipment, establishing a complete view of the company's assets, including status, repair history, SOPs, and failure codes
- Spot any operations causing equipment failure, work delays, and compliance issues using the CMMS analytics dashboard.

WFS joins over 3,500 teams in 100+ countries using Fiix to digitise, optimise, and scale maintenance.

“WFS has a significant and diverse range of cargo handling equipment and facility assets which enables us to meet our customer service goals and helps to ensure safety and security across of our Cargo operating environment. This not only means having the right equipment in the right place at the right time, it also requires every piece of equipment to be operating efficiently to perform the tasks required. Using the Fiix CMMS system gives us full visibility of our equipment via a clear and precise dashboard. It will help us to maintain the highest levels of service, improve productivity,

and reduce the downtime and cost pressures of failed or under-performing equipment,” said Sebastien Burnier, Head of Operations & Transformation at WFS.

Chris Lee, Project Lead at Fiix, added: “When CMMS implementations span multiple countries and languages, it's critical to have a highly engaged project champion and collaborative project team to stay on track. The WFS team globally have risen to the occasion and are now set up for future success.”

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ABOUT WFS

Founded in 1984, WFS is the world's largest air cargo logistics provider and one of the leading providers of ground handling and technical services with annual revenues of €1.8 billion. Its more than 31,500 employees serve over 300 customers at 160 major airports in 18 countries on five continents. For more information, please visit www.wfs.aero