

A photograph of a white sign with a dark blue border. The sign features the text "TOTAL AVIATION" in a bold, dark blue, sans-serif font. Below the text is a solid dark blue horizontal bar. The sign is mounted on a light-colored wall, and a window is visible in the background to the right.

TOTAL AVIATION

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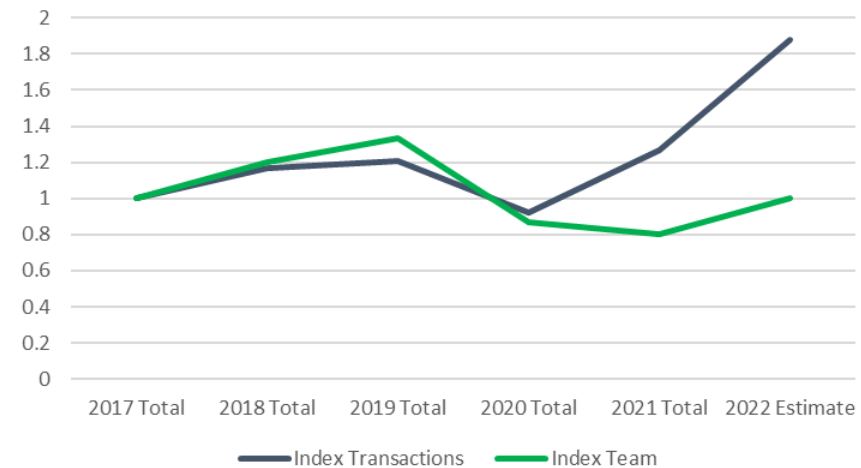
**Benefits of automation and digitalization for
aftermarket suppliers.**

What we are achieving:

Transactions + 85 %

Employees +/- 0 %

Transaction & Team development



Who are we?

Spare Parts Provider

30 + years in the
business

Family owned

Long term view

Exchange focused

Quantum User
(not finance)

Where are we in our development?

First ~ 20 years:
"It does not take that long, I will fix it"

6 years ago:
Focus on automation and digitalization

Since 2020:
Acceleration of customer facing
automation

What we have focused on:

Quantum/Tribal Clean Up

- Update Companies
- Contacts
- Account owner
- Certs & Trace
- False locations
- Use Quantum right
- Define and improve processes

IT Systems

- Establish an environment outside of Quantum for analysis and self service

Pricing

- Set exchange, core and outright pricing for material.
- Continuous review of all SO, PO, Frequently sold, Frequently not sold etc..

How we use it:

Quantum/Tribal Clean Up

- Clean inventory
- Structured Certs & Trace
- Updated Contact
- Updated Account Owners

IT Systems

- FTP ability
- Custom mass email ability

Pricing

- Exchange, core and outright pricing for material.

How we use it:

Quantum/Tribal Clean Up

- Defined Quoting processes

IT Systems

- Read emails looking for Part Numbers.

Pricing

- Exchange, core and outright pricing for material.

How we use it:

Quantum/Tribal Clean Up

- Defined Receiving and Repair processes

IT Systems

- Move out of notes and into fields
- Use the system the correct way.

Revolutionizing customer interaction:

75 % of Quotes are now automated or semi-automated

70 % of automated quotes parts have a price

Focus on key customers

Improved Conversion

Improves customer service

Exploring new ways

