



SPI Aviation Support Services - An ISO27001 Certified Company



# SKY'S THE LIMIT

Your AI-First Partner for Aviation MRO Support



+91 97410 99799



info@spigroup.in



www.spi-aviation.com



Chennai, India



# INTRODUCTION | WHO WE ARE



## Our Legacy

We are your trusted partners in delivering premium aviation support services to MRO facilities worldwide. With over 120+ years of cumulative experience, we specialize in commercial aero engines including CFM, Pratt & Whitney (PW), and Rolls-Royce (RR), ensuring unmatched safety and asset optimization.



## Our Innovation

Headquartered in Chennai, India, our pioneering solutions — blended with AI expertise — are designed to shape the future of aviation maintenance. We help MROs thrive in an increasingly competitive, compliance-driven industry.



## Our Commitment

Through a collaborative approach, we go beyond traditional service. We act as dedicated advocates for your success — driving efficiency, reliability, and innovation.



# OUR PURPOSE

*Our pioneering solutions contribute to unmatched safety and asset optimization, shaping the future of aviation maintenance.*



## **Safety First**

AI ensures compliance, traceability, and error prevention



## **Asset Optimization**

Maximize lifecycle value and reduce downtime



## **Future-Ready**

Enabling predictive and proactive aviation support



# OUR CORE VALUES

*The foundation of everything we do*



## **Give**

Giving back to grow our industry and community.



## **Respect**

Fostering trust and collaboration in every relationship.



## **Excellence**

Delivering consistent, high-quality aviation support.



## **Ethics**

Upholding fairness, integrity, and transparency.



## **Nurture**

Providing empathetic support in every interaction.

# OUR CERTIFICATION

*Committed to Global Standards in Information Security*



ISO/IEC 27001:2022  
(Information Security Management System)  
Certificate No. IN240914003



# CHALLENGES IMPACTING MRO EFFICIENCY

## Operational Challenges

- ⌚ Poor Turnaround Times: Only 37% productive on-wing time
- 📋 Inaccurate Records: 5-20% aircraft asset value decline
- 🔧 Falling Customer Service: Delays in sharing findings & records
- 📦 Inefficient Inventory Management: Understocking or overstocking issues
- 💼 High Labor Costs: Increased process costs & onshore labour rates

## Tech & Process Issues

- 🔧 Procurement Issues: Part delays up to 90 days; 3000 suspected unapproved parts
- 🔄 IT/ERP Integration Issues: Non-automated workflows
- 📊 Unproductive Sales Pipeline: Incomplete/outdated databases; inefficient follow-ups

💰 Increased Costs

📈 Working Capital Inefficiencies

👤 Customer Loss

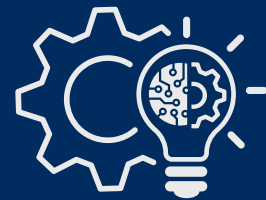
# OUR SERVICES



Records Management



Procurement Management



Engineering & Tech Pub



Customer Support



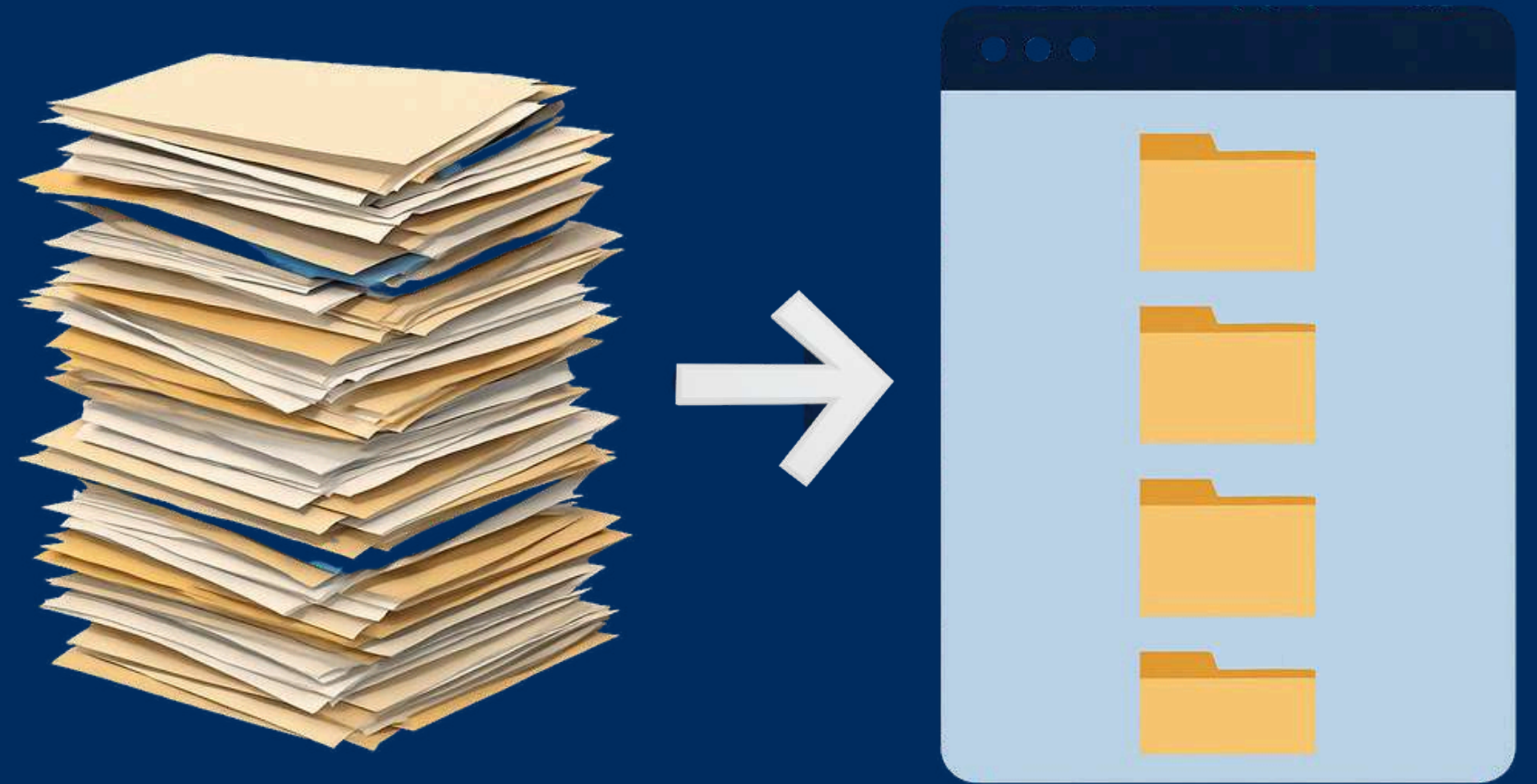
Account Support

# THE RECORDS MANAGEMENT PROBLEM

*Traditional Records Management is Costing MROs Time, Value & Compliance*

## Industry-Wide Challenges

- ✓ Incomplete BTB traceability
- ✓ Inconsistent record formats across vendors
- ✓ Compliance delays due to slow audits
- ✓ Manual workload + error-prone logging
- ✓ Lack of secure, structured digital storage



*These gaps impact asset value, delay audits, and complicate aircraft transitions.*

# OUR AI-POWERED RECORDS MANAGEMENT SOLUTION

*AI That Brings Order, Compliance, and Speed to Your Records*



## Secure Storage

Encrypted, 24/7 access  
FAA, EASA, ISO 27001 compliant



## Smart Folder Structure

33-folder standard layout  
AI-driven auto-sorting



## Audit Ready Docs

OILs, BTB, usage reports  
Post-project support included  
24x7 team ensures continuity



## Real-Time Insights

Automated reporting & logs  
Full lifecycle traceability





# CASE STUDY: RECORDS MANAGEMENT

*AI reduced our compliance prep time by 80% while ensuring zero audit flags.*

## Case Study

### Objective

- Establish a secure, structured, and compliant records management system with complete BTB traceability.

### Challenge

- Incomplete BTB records and inconsistent formats
- Manual processes delaying compliance and audits

### Outcome

- 100% compliance via complete audit & segregation
- 33-folder structure streamlined classification
- BTB traceability validated for all LLPs
- 80% reduction in processing time
- Faster OIL closure and audit-ready asset packs



# PROCUREMENT MANAGEMENT

## Services Offered

- End-to-end procurement services for LLPs, non-LLPs, engines, consumables, and others.
- Procurement (inventory) management & analytics.

### Case Study

#### Objective

Efficiently source required parts for engine repair.

#### Challenge

Ensure timely and cost-effective procurement of LLPs, non-LLPs, and consumables.

#### Outcome

Achieved 100% sourcing from OEMs, USMs, and others, meeting customer clauses at competitive rates and fast turnaround times.



# ENGINEERING & TECH PUB

## Services Offered

- Workscope generation support.
- Upkeep of maintenance manuals, SBs, and ADs.
- Process planning and analytics support.

### Case Study

#### Objective

Support maintenance operations with precise documentation and planning.

#### Challenge

Generating complete work scopes and maintaining up-to-date manuals and directives.

#### Outcome

Provided work scope generation (including router) for engine. Ensured 100% upkeep of maintenance manuals, airworthiness directives (ADs) & service bulletins (SBs). Offered tailored process planning and analytics support.





# CUSTOMER SUPPORT

## Services Offered

- Manage client communication throughout engine repair.
- Complete report generation support (e.g., findings report, over-and-above report) for client repairs, overhaul, and maintenance.

### Case Study

#### Objective

Act as the primary liaison between clients and the company throughout the engine repair process.

#### Challenges

Generating precise repair quotes, managing payments and ensuring timely follow-ups and coordinating the procurement of required parts.

#### Outcome

- Deliver detailed repair quotes and timely invoices.
- Ensure efficient payment follow-ups.
- Provide weekly updates on repair progress.
- Assist clients in sourcing essential parts, including LLPs, QEC kits, and consumables.



# ACCOUNT SUPPORT

## Services Offered

- Quotation creation to assist in the bidding process.
- Invoicing support for services delivered by MROs.

### Case Study

#### Objective

Facilitate smooth financial operations within the MRO process.

#### Challenge

Creating accurate quotations and ensuring timely invoicing.

#### Outcome

Assisted in creating quotations and provided invoicing support for accurate billing and timely payments.

# OUR AI-POWERED APPROACH

*These outcomes are made possible through AI-driven initiatives such as automated audits, predictive procurement, and real-time data analytics — transforming core MRO support functions.*



## Operational Efficiency

- Faster turnaround on documentation and part sourcing
- Reduced downtime through streamlined MRO workflows



## Compliance & Accuracy

- 100% audit-ready records with full BTB traceability
- Fewer errors in documentation and regulatory reports



## Cost & Resource Optimization

- Reduced operational costs via automation
- Smarter forecasting to prevent inventory waste













## Intelligent Client Engagement

- Real-time repair updates and alerts
- Transparent communication with centralized dashboards



# MRO OPTIMIZATION USING AI

*SPI's AI-led support cut our processing time in half and drastically improved documentation accuracy*

Area	Before (Manual)	After (AI-Enhanced)	Outcome
 Record Processing	6 hrs, human sorting	Auto-folded in minutes	 <b>80% time saved</b>
 Predictive Maintenance	Reactive servicing after part failure	AI predicted part degradation	 <b>25% faster TAT, longer part life</b>
 BTB Compliance Review	Manual audits	AI-detected BTB gaps	 <b>100% audit readiness</b>
 RFQ Processing	Email-based	NLP-driven auto-RFQ	 <b>Faster vendor turnaround</b>
 Invoice Verification	Manual checks	Auto invoice validation	 <b>60% fewer errors</b>

*These AI tools are embedded across our Records, Procurement, Engineering, Sales, Customer, and Account Support workflows.*

# HOW AI POWERS DATA-DRIVEN DECISIONS ACROSS MRO

*AI helps SPI Aviation and its clients make faster, smarter decisions — not just automate tasks, but optimize them.*



## PROCUREMENT

### Action

Select vendors and parts efficiently

### AI Capability

Predictive RFQs based on part usage and TAT trends

### Outcome

- ✓ Faster sourcing decisions
- ✓ Lower cost per part



## INVENTORY MANAGEMENT

### Action

Manage stock levels and avoid excess/shortage

### AI Capability

Smart reordering and usage forecasting via historical data

### Outcome

- ✓ Reduced inventory waste
- ✓ Improved availability planning



## COMPLIANCE MANAGEMENT

### Action

Ensure ongoing regulatory adherence

### AI Capability

Real-time audit checklists and automated gap alerts

### Outcome

- ✓ 100% audit-readiness
- ✓ Zero last-minute compliance risks

# MEET SOME OF US!

*other SPI team members are waiting to onboard you...*



**JEEVA ANAND**

*Director- Business Excellence*

With 22 years in finance and tech, Jeeva has spearheaded SAP-enabled transformation across industries. Certified in SAP FICO and backed by an MBA in Finance, he brings strategic leadership and hands-on expertise in IT project delivery.



**GOPALAKRISHNAN D**

*Materials Manager*

With 12+ years in aviation maintenance and aftermarket, Gopal excels in sourcing, trading parts, and MRO contracts. Skilled in airline & OEM relations, strategic acquisitions, he holds a B.E. in Aeronautical Engineering and a Gold Medal in Mechanical Engineering.



**P. RAGHUPATHY**

*Senior Power Plant Planning Engineer*

A certified aircraft maintenance expert with 34 years of experience, Raghupathy handles engine shop visits, work scope planning, and diagnostics for major GE, PW, and CFM engines. Skilled in MRO oversight, contract negotiation, and ETOPS compliance.



**RAMESH MJ**

*Technical Publication Manager*

Ramesh excels in creating and reviewing technical manuals for engines like PW4000 & CFM56. Specializing in maintenance procedures and compliance, he has contributed to repair development and Component Maintenance Manuals for the A380.



# CLIENT SPEAK



## Global Engine Maintenance LLC

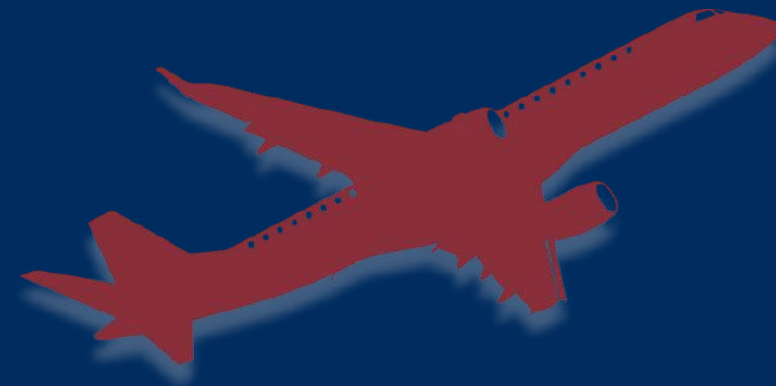
"SASS (SPI Aviation Support Services) has been a trusted ally in our growth journey. Our partnership has expanded to include support services in procurement, record-keeping and accounts support. The team at SASS have shown expert understanding of our requirements across functions and delivered meticulously on them over the years.

Outsourcing these critical support functions to SASS have, hence, allowed our team at GEM (Global Engine Maintenance) to focus on core engineering and other capabilities while knowing delivery on those support functions by SASS will always exceed our expectations. We look forward to further strengthen our engagements with SASS in the coming years"

Dominic R.  
Vice Chairman and President, GEM



SPI Aviation Support Services - An ISO27001 Certified Company



# THANK YOU

Let's discuss how SPI Aviation can help transform your MRO operations. Contact us today.



+91 97410 99799



info@spigroup.in



www.spi-aviation.com



Chennai, India

