

# Case Study **ROTIX**<sup>®</sup>

ROTABLE SERVICE CHAIN MANAGEMENT

MNH celebrates the continued expansion of our Performance Management Platform; ROTIX<sup>®</sup>, specifically designed to aid measurement and management of Airline Service Chains. MNH's specialist Performance Management Team combined with ROTIX<sup>®</sup> assists Inflight Service and Ground Services Teams with real-time data capture and management to reduce and control costs, improve onboard quality and consistency, manage service and stock levels.

## PROFILE

### Customers:

- All our airline clients and supply partners.

### Region:

- Worldwide

### Challenges:

- Improved communication, visibility and control with management information reporting around airline service chains' performance, inventory and spend.

### Solution:

- With real-time data capture of daily transactions via ROTIX<sup>®</sup>, we can deliver BI reporting dashboards for all products, suppliers and ports making the network more efficient and less costly.

## ROTIX; it's getting a reputation...

It's not just our airline clients that benefit from using ROTIX<sup>®</sup> - our Supply Partners also benefit from working on a daily basis with a dynamic system... so much so, that we are being asked regularly by Port Managers to service other airline accounts.

Our Performance Management Platform; ROTIX<sup>®</sup> helps to make their lives so much easier in terms of controlling stock and delivering consistent onboard products to the correct standards. ROTIX<sup>®</sup> also reconciles invoices to delivery notes which aids timely payment.

MNH provides Laundry and Headset Servicing for the world's biggest airlines. Let us provide you with a reporting dashboard and operational support to reduce costs and gain true control over your Service Chains across your Network.

For more information or a service proposal call 0333 322 0171 or visit our website [www.mnhscs.com](http://www.mnhscs.com)

## PROJECT IN BRIEF:

Traditional inventory systems are not designed to cope with the complexity and volatility of Rotable Service Chains. Our Performance Management Platform ROTIX<sup>®</sup>, provides real-time management reporting assisting client cost control, budgeting and decision making across the airline's global network.

## CHALLENGE

MNH has provided Laundry and Headset servicing solutions for over 20 years. Our airline clients are continually looking for greater control and reduced costs in these notoriously difficult to manage service chains.

## SOLUTION

Rotable Service Chains like Laundry, Headsets and other Dry Stores items have unique characteristics - ROTIX<sup>®</sup>, our Performance Management Platform is designed to manage these demanding environments.

With secure log in areas for all our clients and global suppliers, ROTIX<sup>®</sup> is able to provide management information reports to allow our airline clients to make better informed decisions and control costs.

Our Performance Management Teams' processes are underpinned by ROTIX<sup>®</sup> which centralizes and provides access to product standards and reports, assisting effective documents and version control.

## BENEFITS

- Significant cost savings delivered from operational efficiencies and optimised inventory levels.
- Improved onboard quality and product consistency.
- Single-point managed service levels, across all ports network wide.
- Total visibility and control with transparent reporting.

- Efficiencies in notoriously difficult-to-manage supply chains.
- Robust stock control, budgeting and an end to feast and famine inventory levels.
- Enhanced onboard presentation and hygiene standards.
- CSR and sustainability objectives.

The functionality of ROTIX<sup>®</sup> continues to grow with new tools and reporting facilities being added as airlines start to customise their dashboard and harness the powerful data insights it provides on their business.



"Congratulation on the establishment of a BI tool for both sides, supplier and customer which should bring the entire (Laundry) service chain to a new level."

Mirko Brenzinger  
Senior Manager, Catering Commercial Planning, Etihad Airways

