



Case Study



MNH celebrates the continued expansion of ROTIX, our bespoke IT system. Our airline clients use ROTIX, an innovative BI dashboard to improve visibility and decision making over their Headset and Laundry Networks.

PROFILE

Customers:

- All our airline clients and supply partners.

Region:

- Worldwide - across our global network.

Challenges:

- Improved communication, visibility and control with management information reporting around Laundry and Headset supply chains performance and spend.

Solution:

- A bespoke, innovative BI dashboard called ROTIX to provide better control and regular reporting across our global network.

PROJECT IN BRIEF:

Traditional IT Systems can't cope with Rotable Supply Chains like Laundry and Headsets - so we developed one that does; ROTIX. Backed by our Performance Operations Team we work with airline Inflight Teams to deliver cost reductions, improved efficiencies and product quality.

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 supply chains.

SOLUTION

Rotable Supply Chains like Laundry and Headsets have unique characteristics - ROTIX is designed to manage these demanding environments.

With secure log in areas for all our clients and global suppliers, MNH's BI System is able to provide management information reports to allow our airline clients to make better informed decisions and control costs.

ROTIX's functionality 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.

BENEFITS

Backed by our Performance Operations Team we work with our airline clients' Inflight Teams to deliver:

- Reduced costs via best practice processes.
- Improved onboard quality and product consistency.
- Single-point managed service levels, across all ports.
- Total client visibility and control.
- Best practice in this notoriously difficult-to-manage supply chain.

- Improved stock control, budgeting and an end to feast and famine stock levels.
- Improvements in Standards, processes and onboard product consistency.
- Stringent CSR controls ensuring product consistency and peace of mind.

MNH continues to expand its Global Laundry reach with ROTIX assisting new clients to reduce costs, improve quality and consistency whilst having access to dynamic management information reports.



ROTIX; it's getting a reputation...

It's not just our airline clients that benefit from using ROTIX! 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 accounts supported by our bespoke BI System ROTIX.

Our BI System helps to make their lives so much easier in terms of controlling stock and delivering consistent onboard products to the correct Standards.

With an end to feast and famine stock levels and improved communication from port to port it's a win/win for every touch point, from our aviation clients to our extensive supplier base.

MNH provides Global Laundry, and Headset Servicing Solutions to the Aviation Sector. MNH currently works with flagship carrier clients in America, the Middle East and both Southern and Northern Hemispheres. For more information: Call 03333 220171 or visit www.mnhscs.com.

"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

