



## Salesforce Aerospace Solutions

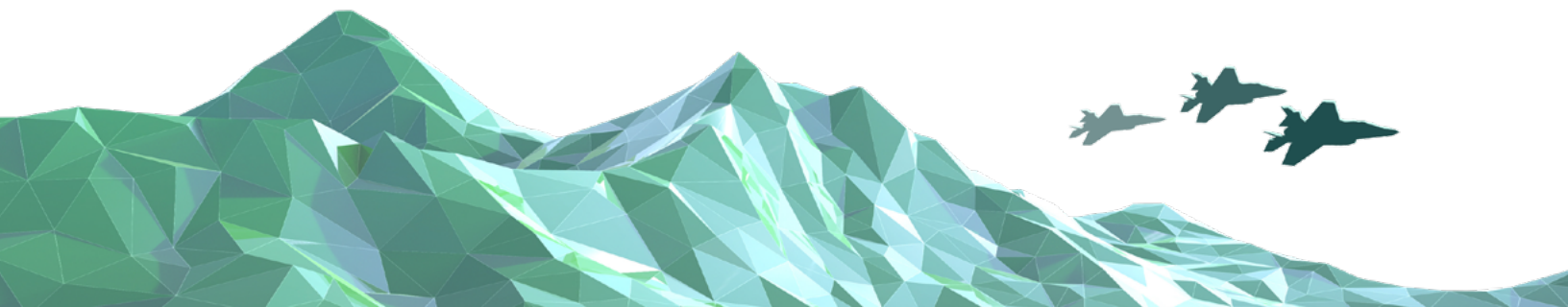
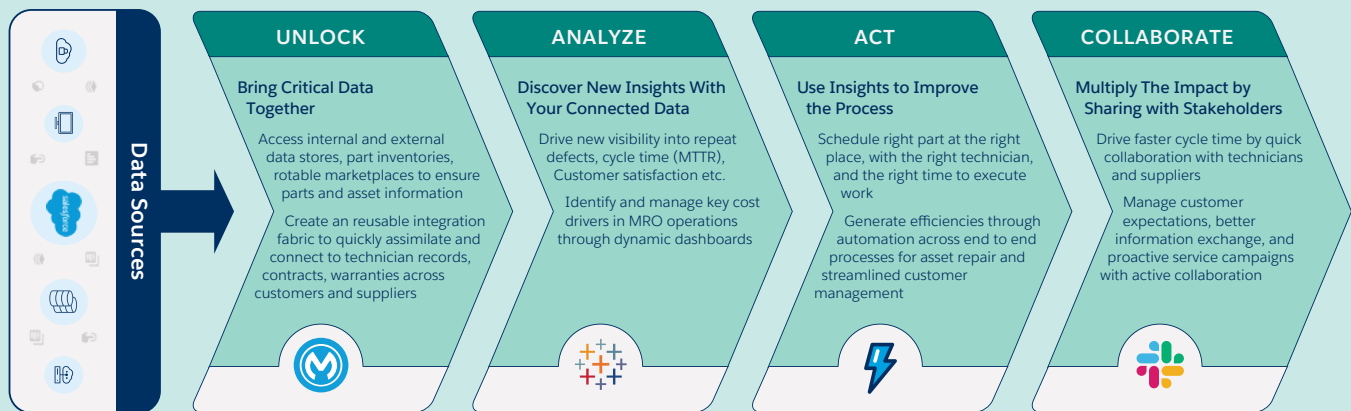
# Deliver Digital MRO with Agility, Efficiency and Growth

Maintenance, Repair, and Overhaul (MRO) is an essential part of keeping an organizations' operations running smoothly as it ensures facilities, equipment, systems and tools are stocked, maintained and safe to use. Because of the implications MRO can have on costs, productivity and safety, most organizations digitize the MRO process to streamline procurement, strengthen supply chain relationships and keep assets in working condition. By leveraging the Salesforce platform, aerospace and defense organizations can win more business, streamline processes, and run their business intelligently.

## Digital Thread for MRO - Unlock, Analyze, Act and Collaborate

Digital Thread allows for data and processes to flow across the enterprise, free from functional silos, enabling an organization to make decisions quicker and move faster. Salesforce digital thread solutions enable a modern and efficient aftermarket service lifecycle.

### Components of a Digital Thread



# Integrated MRO Solutions

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## PROCESS AUTOMATION FOR MRO OPERATIONS

Manage the entire customer lifecycle and communication for a service/repair event with enhanced efficiency. Eliminate the back and forth communication via emails with the customer. Access part and service history, to accurately diagnose and schedule repair tasks. Leverage analytics to unearth detailed asset information to track variances and repeat problems to drive profitability and readiness.

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## ASSET MANAGEMENT FOR MRO OPERATIONS

Coordinate your spares/rotatable parts with forecasting, tracking Inventory levels, forward stocking locations, leveraging internal and industry data stores. Integrate flight data, maintenance data, warranties and entitlements to get a complete view of your assets to ensure your acquisition and sustainment processes are optimized.

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## SUPPLIER MANAGEMENT FOR MRO

Administer supplier onboarding, performance and risk with consolidated reports and dashboards to drive smart procurement. Facilitate sharing across supplier networks to create transparency and situational awareness.

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## TECHNICIAN MANAGEMENT FOR MRO OPERATIONS

Manage technician availability and scheduling with automation and work order management. Ensure that the right technicians are scheduled for the job by tracking skills, certifications and training. Get complete field service support with mobile ready, automated workflows to track and report on task completions. Assist technicians by offering best practices through a shared knowledge base.

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## DIGITAL COMMERCE & COMMUNICATIONS FOR MRO

Build storefronts in an agile manner with ease of use, for sale of aftermarket assets and parts. Utilize comprehensive platform analytics to track page hits, quotes, usage, sales, customer research, and purchasing decisions to boost profitability and revenue. Enhance digital commerce with proactive marketing campaigns and customer engagement journeys.

Salesforce transforms aerospace companies and the customers they serve into highly connected, efficient, and productive organizations. With the innovation of Customer 360, Salesforce helps enhance mission effectiveness on a secure platform designed to bring together the experiences and information of your customers, partners and employees, while also reducing the risk, cost, and complexity of traditional IT. Salesforce's trusted cloud accelerates transformation to rapidly deploy solutions with a multi-tenant cloud infrastructure that meets all security and compliance requirements. Solutions include: Digital Thread, Connected Sales & Service, Workforce Engagement and Digital Experiences.

See how Salesforce helps aerospace and defense organizations transform.

To learn more about Salesforce Defense Solutions contact your account executive, call 1-844-807-8829 or visit [salesforce.com/Aerospace](https://www.salesforce.com/Aerospace) today.

