

# CLIENT CASE STUDY >>>



## Defining Business Requirements and Facilitating the Selection of a Records Management System

### CHALLENGE



A **global aircraft lessor** was challenged in managing technical records for its expanding fleet. The lessor required assistance in establishing a road map with evaluation criteria and insights into potential challenges.

Zeevo professionals assisted the lessor in **defining business requirements** and **facilitating a records management system selection** project.

### >>> APPROACH

- ▶ Developed a tailored approach to the system selection process, accounting for the client's expected fleet growth
- ▶ Convened the Steering Committee, finalized the project team, roles, and responsibilities, and collaborated with client business groups to issue the RFP
- ▶ Evaluated vendors via scorecards based on established criteria and recommended vendors for the demo stage
- ▶ Conducted vendor price negotiations and advised the final selection of a vendor

### >>> OUTCOME

- ▶ The client benefited from a clear project framework with established roles and responsibilities
- ▶ Leveraged industry knowledge to develop a road map and help determine evaluation criteria based on prior experience
- ▶ Developed a custom-made scorecard tool to facilitate the system selection process
- ▶ Leveraged prior records system experience for insight into the requisite criteria and potential challenges

### ZEEVO'S VALUE ADD

- ▶ Leveraged project planning and in-depth industry knowledge to develop a project plan and approach specific to the lessor's needs
- ▶ Defined the interdepartmental harmonization and data requirements and a 'to be' records management strategy
- ▶ Developed projections with different pricing structures and expected fleet growth
- ▶ Ensured compliance with the regulatory agency requirements (e.g., FAA, NTSB, CAA, ICAO, CAAC, TSB, EASA, JAA, EPA, DOL)
- ▶ Provided post-implementation support to help the lessor maximize return on investment
- ▶ Assessed and managed the impact of a system change on the lessor's team and increased their ownership and buy-in

## WHY ZEEVO?

Our experience and expertise <

Our style and passion <

Our team of professionals <

Our commitment to a strategic relationship <

### LET'S TALK

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