



AAR Relies on a First-Class Aerospace Supply Chain — FedEx

AAR knows what it takes to grow a small business into a successful large company: dedication, great service, and people you can trust. That's why AAR has worked with FedEx for more than 30 years — because to compete in an industry where service is the true differentiator, the business wanted to find a co-pilot in logistics to provide exceptional customer service, dedication, and reliability.

Show dedication

It all started with one man and a used airplane radio. In 1951, college undergrad Ira Allen Eichner loaded a used airplane radio into the trunk of his car, drove it from Florida to Chicago, and sold it at a profit. From this modest beginning, the upward climb for Eichner began, and I.A. Allen Industrial Sales (as the company was originally named) took off.

Over the years, Eichner extended his inventory, expanded the company's operations, and provided MRO and other services. He opened multiple locations in the U.S. and abroad, merged with other companies, went through several name changes, and ventured into other aviation services.

Today, AAR has locations in 20 countries, and provides aviation services to domestic and international commercial airlines — as well as to government fleets and troops — in more than 100 countries. Reaching each of these countries means maintaining a complex supply chain, and FedEx provides the resources AAR needs to create such an expansive presence in the aerospace industry.

Your co-pilot matters

Through mode optimization, AAR can identify the best means to reach its customers efficiently and cost-effectively. "FedEx has done a good job at helping us make sure that the hundreds of shipping points we have across our network are coordinated," Kathleen Cantillon says.



"When we do have challenges," Kathleen Cantillon says, "we need to work with providers who are willing to assist us with the account management and have the horsepower to solve our unique customer needs." For logistics, that provider is FedEx.

"Oftentimes, our logistics provider is the final face of the company," Cantillon explains. "We can't be a good supply chain company without good providers."

Offer great service

In the challenging, fast-paced business of aftermarket aviation, stakes are high and turnaround times are tight. Strategy is everything. Several key traits have helped AAR thrive — flexibility, responsiveness, automaton, and strategic alliances.

What sets AAR apart? "ability to react and change," states Lindsay Garfield, VP of Sourcing & Logistics.

AAR, which began as a supplier of aftermarket parts, grew by addressing the evolving needs of the market. Garfield describes AAR's entrepreneurial, open-minded approach as a mindset in understanding the aviation needs of small and medium-size businesses. For example, AAR enlisted FedEx to create a custom script that will pop up when FedEx Ground is an option, allowing the end customer to choose the right service for their business. It's important to keep an eye out for new opportunities and to take advantage of that built-in agility when needed.

That flexibility extends beyond their own internal processes. FedEx helps AAR ship between 5,000 and 7,000 parts, each week. At that volume, automation is a necessity. By streamlining the shipping process, FedEx has helped AAR reduce human error and more quickly respond to shifting customer needs — saving them an average of 3 minutes per shipment. According to Garfield, finding ways to simplify this process is key for businesses.

“Automate as much as you can,” says Garfield. “Like anything else, time is money.”

Be responsive

Delivery of an AAR part for an aircraft can mean the difference between takeoff or a grounded flight — and potentially hundreds of stranded passengers. Responsiveness requires building a fast, dependable supply chain network with coverage across the world.

The company keeps track of how long each aircraft it services has been flying. This lets AAR leverage its technical understanding to forecast when parts will need to be replaced on each aircraft. “That’s where our experience comes in.”

That experience makes a big difference for AAR’s customers — so it only makes sense to work with a logistics provider who also has aviation experience. Ron Morrison, AAR’s FedEx account executive, is a pilot himself and he has been working with AAR for the past 7 years. He understands what these parts do and just how vital it is to move them on time.

Beyond that, FedEx maintains its own fleet to help deliver packages worldwide with AAR as the Original Equipment Manufacturer (OEM). For AAR, working

with a logistics provider who really understands their industry is incredibly valuable — especially since that provider can offer solutions to help them succeed in the industry.

“Speed and reliability are incredibly important,” said Garfield.

Automate

With thousands of parts shipped each week, automation is a requirement for AAR, Garfield says. Regardless of a company’s size, automating orders and streamlining the shipping processes reduce human errors and lay the groundwork for future growth.



Go above and beyond

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