



Clients First successfully provides, supports and implements leading Enterprise Resource Planning solutions by putting clients and their business first. By helping organizations leverage the power of an ERP solution, clients are able to gain visibility and insight, optimize their operations and rely on dedicated support. With vertical expertise in Manufacturing, MRO, Distribution and Food & Beverage industries, Clients First has been the trusted advisor for many businesses looking to drive revenue growth and improve productivity with a partner they can rely on.

# MAINTENANCE, REPAIR & OVERHAUL

## *ProMRO* module

FOR  Microsoft Dynamics AX

RAM Aircraft, LP is a manufacturer and distributor of quality airplane products and provides professional maintenance services for owners of piston-engine aircraft. This is accomplished by providing overhauled engines, installed on-site and shipped worldwide. RAM Aircraft provides upgrade packages and new propellers, while also producing modified parts for Cessna, Continental and Lycoming aircraft engines. RAM overhauls account for 75 percent of its business, while the remaining 25% is the wholesale distribution of remanufactured aftermarket parts. Both require an extensive tracking system. RAM makes quality their business and received the Diamond Award for Excellence in Aviation Maintenance Technician Training from the FAA.



### Customer Reference

**Company:** RAM Aircraft  
**Expertise:** Wholesale Distribution  
 Manufactured Parts  
**Deployment:** One Location  
**Replaced:** Custom  
**Solution:** Dynamics AX  
 Professional  
 Clients First MRO  
 ProMRO Module

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 1000 Ballpark Way, Suite 315  
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### Microsoft Partner

Gold Enterprise Resource Planning

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*PUTTING CLIENTS AND THEIR BUSINESS FIRST*



“ Clients First did a great job of setting our expectations of things we could or couldn't expect and things that would have to be worked out in the implementation process. I found Clients First to be very honorable, they did what they said they would do and when they would do it. ”

-Brian Adamik, CEO, RAM Aircraft LP

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### RAM ProMRO Implementation

To meet Ram’s high quality standards Clients First was chosen to replace their custom legacy system with Dynamics AX and Clients First’s ProMRO, specifically designed for Maintenance and Repair Operations (MRO). Dynamics strong financials and supply chain were not enough to satisfy the MRO needs so the ProMRO was introduced early in the sales cycle. Since most MRO companies have manufacturing and/or distribution as part of their business, creating the ProMRO module for Dynamics ensured Clients First could meet the demands of any client with MRO needs.

Replacing a custom system can be challenging. While modifications can address specific needs, you only want to introduce custom functionality when it’s absolutely necessary. The team at Clients First was able to not only replace a custom system, but the Dynamics and ProMRO software implemented met or exceeded all of RAM’s business needs. In fact, RAM has created a video for Clients First as a reference for any new prospects to view. Please visit to view the video:

<http://clientsfirst-ax.com/about-us/testimonials/>



### Customer Reference

Installed:

**Dynamics AX Professional  
ProMRO**

**29 Professional Users**

**11 COM Clients**

**Financials I & II**

**Logistics**

**Master Planning**

**Projects I & II**

**Production I & II**

**Trade**

**Sales Force Automation**

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