

How Does the MyFlightMXShop Product Provide Value in the Aviation Business Market?

Randi Robertson is the product manager for MyFlightMXShop, for Flying Software Labs, Inc. Robertson is a retired USAF officer. While in the Air Force, she flew C-9s and C-5s, spending nearly 9 years as a test pilot in the C-5 maintenance depot, conducting and managing test operations. She holds an MSed in instructional technology, from Southern Illinois University Edwardsville, a BS in healthcare administration from Southern Adventist University and a Bachelors of Industrial Technology, Aviation Maintenance, from Andrews University.

Q: Start by telling us about the MyFlightMXShop product, why it was created, and where the customer interest came from?

A: The story really starts several years ago, when our CEO, Jack Garzella was upgrading his pilot license to a multi-engine rating. From his experience working to improve general aviation management tools, the MyFlightTrain product was born. As the product developed, we found our customers wanting more maintenance capability in the software. Further, many of our customers operated FAR 145 Repair Stations and they had no software to manage that. We listened, and created MyFlightMXShop to fill that void.

Our goal with this product is to create an integrated management system for maintenance operations that also ties to other operations management tools such as MyFlightTrain, MyFlight135 and MyFlightFBO. MyFlightMXShop is the solution for maintenance operation under Part 91, Part 145, Part 135, and it is flexible enough to adapt to support a Part 142 training center's need to comply with Part 60 requirement for maintaining and inspecting simulators and flight training devices.

Q: What is the value that MyFlightMXShop provides to customers?

A: We provide four key values for our customers. First, we provide a solution set that addresses a key issue for general aviation training operations: how to improve revenue and profit margins. Second, we really help them be more efficient in maintenance shop management, including estimate building, work-flow management, parts ordering, tracking and inventory management. Third, we have a flexible billing system that is easily adaptable, auditable, and reduces the cycle time from a billable event to payment received by the organization. Fourth, the MyFlightMXShop capabilities are reason enough to employ it, but couple that to our other products and you automatically get integrated aircraft schedule management for your flight school, charter operation and FBO operation, all with system checks to insure that only airworthy aircraft are dispatched.

Q: What is your role with MyFlightMXShop?

A: I am the product manager for MyFlightMXShop. In this role, I ensure that we meet and exceed customers' requirements, ensure our product fully integrates with the MyFlightSolutions family, and continually add new capabilities to meet customer needs to MyFlightMXShop.

Q: How has your career prepared you for this important role?

A: I have spent my career as a leader specializing in transforming organizations and processes. My experiences in my career as a USAF officer and pilot, small shop manager and nursing home administrator have equipped me with the knowledge and tools to team with our customers and the developers of Flying Software Labs, Inc. to create this product. Most recently, I have been active as a university professor and curriculum developer for both a Part 147 maintenance school and a Part 141 Flight school.

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