



# EVEREST

Case Study

**Agency:** Federal Aviation Administration  
AeroNav Services

**Industry:** Government, Aviation

**Type of Solution:** Customer  
Complaint Tracking, Corrective Actions

## BACKGROUND

At the nation's 35 busiest airports, operations are expected to increase 60 percent from 2010 to 2030. FAA forecasts also predict that U.S. airlines will reach one billion passengers a year by 2023, and the number of passengers on U.S. airlines domestically and internationally is forecast to increase from 704 million in 2009 to 1.21 billion by 2030.

"A safe, efficient and vibrant aviation system is vital to our nation's economic health," said Secretary of Transportation Ray LaHood. "We must find long-term solutions that will keep the U.S. aviation industry competitive and moving forward into the future."

## FAST CUSTOMER SERVICE

The FAA has improved customer service, quality and safety in several ways with the Everest software. Previously using a paper based system to track customer feedback, Jim Seabright, Manager for the FAA Planning and Systems Development Group, explained how it previously took weeks and sometimes months to respond to customer inquiries. In 2006, NACO, the National Aeronautical Charting Office, originally implemented Everest. Now a part of AeroNav Services, NACO provides nearly 200 visual flight charts, as well as airport directories and various terminal products, and it is critical that they are able to respond to pilot's questions or concerns regarding aeronautical charts.

Achieving a dramatic improvement in turnaround times, customers now hear back from AeroNav Services within one to three days.

## REAL TIME REPORTING

Looking at customer feedback via Everest charts and reports is also a priority for AeroNav Services, which is committed to service quality and safety. Compiling the data for review used to take one to two employees nearly two weeks. In Everest, a member of the team can capture the data quickly and display it in multiple reports and charts for easy review.

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## Immediate Results

*"What used to take weeks, if not months, for us to get back through a paper trail to a customer... We are now getting back to customers within one day of when we receive an inquiry from them."*

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## BUILD VS. BUY

The FAA's IT department estimated that it would take 18 months to develop a system to track customer feedback – too much time to lose valuable data according to Jim. Instead, they were able to purchase Everest, customize it to meet their needs, and train the staff in less than two months. According to Jim, "The first six weeks of imputing concerns in the Everest system, we were already receiving reports and fixing areas where we were not adequately getting back to some of our customers."

## ENTERPRISE SCALABILITY

Building upon the success of the original implementation of Everest in 2006, the system was substantially reconfigured and expanded to serve the full scope of AeroNav Services in 2010.

Jim concluded, "I highly recommend it because it is an off-the-shelf software that you can pull out of the box. Without having a programming background, you can understand it easily and customize it to meet your needs. It has reporting functions built-in that are useful off-the-shelf, but also has a lot of capabilities to customize any reports that you need."

[www.faa.gov](http://www.faa.gov)

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