

# A System to Manage Employee and External Training



Serving 300+ airlines, Worldwide Flight Services (WFS) is a global leader in the field of cargo and ground handling and maintenance. The company strives to exceed their customers' expectations and to ensure top quality and secure services.

**+100**  
worldwide

**+10,000**  
employees

**\$750M**  
annual revenue

*“WFS and WFS Academy both chose Training Orchestra for its clear benefits and adaptability to our company's changing requirements”*

**Emilio Fernandez,**  
WFS Executive Vice President



## INCREASED DEMAND FOR TRAINING

The Aviation Industry is expected to grow for many years to come and regulatory oversight is increasing. This, combined with complex regulatory requirements and the constant need to replace retiring skilled employees, creates the need for a robust system to ensure adequate training and certifications. The effort to develop and maintain the qualifications for several thousand technicians working in such a demanding industry requires strong training management capabilities.

As a world leader in airport and ground services Worldwide Flight Services (WFS) has to train not only its employees but also its customers, partners, and suppliers. To accomplish this, WFS created WFS Academy.

## CHALLENGES

With over 100,000 training hours annually, WFS and WFS Academy maintain rigorous recordkeeping of certifications and renewals. In order to guarantee the return on investment of their training efforts, both entities needed to track costs, optimize resources, and establish accurate forecasting.

The main objectives in harmonizing their training activities were to:

- Simplify and secure the certification and re-certification process
- Anticipate and meet the specific regulatory requirements of the industry
- Increase collaboration between WFS human resources and WFS Academy
- Organize a shared training center that consolidates all corporate resources
- Increase sales and profitability of their training activities



WFS Academy has been created to address the permanent need for training in a quickly evolving and strongly regulated industry. The international in-house training school provides training not only to all WFS employees but also to business partners and external players of the airport industry.

**+12,000**  
trainees

**+100,000**  
training hours

**+10,000**  
certifications and renewal

*“In our heavily regulated industry, we need to ensure full compliance with every new authority requirements. We chose Training Orchestra’s solution because it is adapted to our industry- specific needs and lets us unify the training of clients, partners and employees in a single solution.”*

*Sophie Armengaud  
WFS Academy Managing Director*

WFS and WFS Academy chose Training Orchestra's unified Training Resource Management System (TRMS) to consolidate and drive their training activities.

## TRAINING ORCHESTRA - THE SOLUTION

WFS and WFS Academy found the answer to their needs in Training Orchestra’s TRMS for Extended Enterprise, which includes the following enhanced features:

- Alerts on certification expiration dates and renewal deadlines
- Graphic overview of all training schedules and forecasts
- Dedicated scheduling tool to manage available resources
- Secured and individual trainee and manager portals
- Real-time business indicators via automated reporting

Training Orchestra’s software proved to be perfectly adapted to the highly regulated and complex aviation industry.

## BENEFITS

Once implemented, Training Orchestra’s training management software immediately paid off with improved customer service and greater profitability. WFS and WFS Academy were able to:

- Define and track enterprise-wide KPIs and reporting: Access to detailed corporate reports based on common shared data, dramatically improving visibility.
- Enhance and secure business cycle: Improved sales processes with an optimized solution to track clients, certifications, and leads, resulting in significantly fewer delinquent invoices.
- Optimize training activities and resources: Higher occupancy rates and load ratios supported by automatic resource planning for instructors, teaching assets, and venues.
- Focus on strategic business development: By automating low-value tasks, training professionals save time, gain efficiency, and adapt their training offer in order to increase customer acquisition and loyalty.
- Improve communication and increase user satisfaction: Training Orchestra enables direct access to dedicated features for all training participants,

## ABOUT TRAINING ORCHESTRA

Training Orchestra helps the best training organizations optimize the performance of their operations while maximizing their training investment. As a leading Training Resource Management System (TRMS) with more than 600 satisfied clients worldwide, Training Orchestra supports the entire training process from planning and budgeting, scheduling and logistics, to sales and reporting. The integrated solution empowers teams to collaborate effortlessly, enabling L&D Departments, Training Companies, Extended Enterprise, and Corporate Universities to **Train More with Less**.

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