



Customer Case Study

Deliver Key Up-To-Date Information Quickly and Efficiently

CUSTOMER

Bristow Helicopters

LOCATION

Global

INDUSTRY

Helicopter Operator Services

WEBSITE

www.bristowgroup.com

PROBLEM

The need to provide visitors and local staff with up to date site and safety critical information without the overhead of requiring staff at each site to manage.

SOLUTION

Intuitive touch-screen interactive web-based application for displaying site specific documentation and information combined with relevant local information. A supporting content management application to allow simple administration from a central location.

BENEFITS

Central point of administration from a single site. Content can be updated and available across multiple sites in minutes..

About Bristow Helicopters

Bristow Group Inc. is one of the world's largest providers of helicopter services. The first civil helicopter company to work in the oil and gas industry, Bristow has earned an international reputation for speed of response and quality of service. Bristow Group Inc. is a truly global organization, working from facilities around the world to offer a wide-ranging array of services. The Bristow Group, through its brand names Air Logistics and Bristow Helicopters, provides helicopter transportation, maintenance, search and rescue, and related services to the offshore oil and gas industry as well as other business sectors.

Requirements

Bristow required an interactive information portal which would sit in the reception areas at sites around the world and which would present visitors with important site and safety information, videos and Bristow Group news. This would all need to be easy and intuitive to navigate and also be aesthetically pleasing. Each of these screens will need to be relevant to the specific site but the content should be manageable from a central location.

Solution

Using the components from the MiView™ toolkit, the portal application took the form of a web application ensuring it can be easily viewed anywhere with an internet connection or connection to the Bristow Group intranet. Similarly, a web-based administration panel was delivered to allowing easily manage the media and content being displayed at each of the sites to be easily managed and also allowed administrators to set up new sites easily.

Most importantly, the administration panel presented a single, central point of control keeping the maintenance overhead to an absolute minimum.

To make the Communications Hub easy to navigate we employed touch screen technology using large buttons for the interactive elements of the application.



The Results and Benefits

This has benefited the Bristow Group greatly as they no longer need to worry about handing out important information to visitors; they can just be directed towards these Communications Hubs. As the Communications Hub is also easy to deploy and content manage, it can have an impact at their global sites very quickly.

Comments

“By leveraging components from our ever-evolving MiView™ toolkit, we were very quickly able to provide a functional prototype application to gauge the customer requirements. This simplified the process of delivering the final solution.”

Frank Cooper – Managing Director, Cooper Software

“Ace!”

Duncan Moore – Manager, Ground Services (NSS), Bristow Group



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