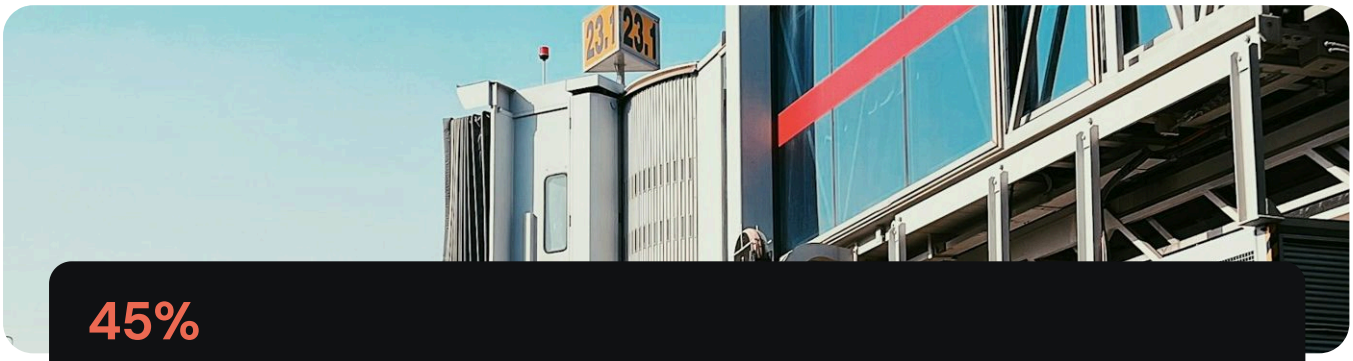
Aviation · Germany

An aviation group lifted maintenance compliance by 45% on boarding bridges and hangars

A German aviation group scheduled every inspection of its boarding bridges, baggage conveyors, hangar doors and fire pumps in one system, with a signed record for each.



45%
improvement in maintenance compliance

AT A GLANCE

INDUSTRY
Aviation · terminals and hangars

REGION
Germany, with international hubs

EQUIPMENT
Boarding bridges, conveyors, hangar systems

PREVIOUSLY
No central maintenance system

FEATURES USED
Maintenance · Work · Insight

01 The client

The client is a large aviation group headquartered in Germany, with terminal and hangar facilities at several international hubs.

Those facilities rely on equipment that must pass inspection before it is used: passenger boarding bridges, baggage conveyors, hangar doors, fire pumps and lifting gear. Many carry fixed inspection intervals, and an overdue check can take a stand or a hangar bay out of service.

02 The challenge

Each hub tracked inspection dates its own way, with no central maintenance system. Checks slipped past their due dates, faults surfaced late, and gathering evidence for auditors took real effort.

- Inspection due dates on critical equipment were missed.
- Overdue checks came to light only after they had disrupted operations.
- Faults found during service did not reliably reach the team that could fix them.
- Upkeep of the same equipment type was controlled differently at each hub.
- Missed and late inspections created compliance risk.

03 What they set up in Asset Infinity

The group moved every inspection and service routine for its terminal and hangar equipment into Asset Infinity, with schedules set per asset and signed checklists completed in the mobile app.

Maintenance

Intervals set per asset

Each bridge, conveyor and door has its own preventive plans, by calendar interval or by operating hours, and the work order is raised ahead of the due date.

Maintenance

Signed inspection checklists

Inspectors complete scored checklists with required readings, photos and a signature. A failed item raises corrective work for the responsible team at once.

Work

Overdue checks escalated

An inspection that passes its due date sends reminders and escalates to the hub's maintenance supervisor before it becomes an audit finding.

Insight

Compliance by hub and equipment type

Dashboards show due, overdue and completed inspections per hub, and any asset's inspection record can be produced as a report for an auditor.

04 How it works day to day

This is how an inspection of a passenger boarding bridge runs now.

SYSTEM

Raises the inspection

The bridge's preventive plan creates a work order ahead of its due date, with the inspection checklist attached.

MAINTENANCE PLANNER

Fits it around the flights

The planner books the job into a quiet period at that stand and assigns an inspector, who is notified in the mobile app.

INSPECTOR

Works through the checklist

Readings, photos and pass or fail answers go in on the phone. Required items cannot be skipped, and the inspector signs at the end.

SYSTEM

Opens corrective work

A failed item raises a corrective work order for the team that owns the fault, linked to the inspection that found it.

SYSTEM

Chases what is late

If the inspection is not closed by its due date, reminders go out and the job escalates to the hub supervisor.

SUPERVISOR

Signs it off

The supervisor reviews the completed checklist and closes the work order, and the bridge's service history updates.

COMPLIANCE MANAGER

Answers the auditor

Reports list every inspection on an asset with its date, result and signature, ready whenever an auditor asks.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Due dates	No central system, dates missed	Preventive plans per asset
Overdue checks	Seen late	Reminders and escalation to the supervisor
Faults found	Surfaced after they disrupted operations	Corrective work order raised at once
Evidence	Unstructured records	Signed checklists on each asset
Compliance	At risk across hubs	Improved by 45%
Legacy records	Kept in old systems	Migrated onto each asset

06 How it rolled out

1

Routines mapped. A review of each hub's maintenance practice listed the equipment, its inspection intervals and the gaps.

2

Plans and history set up. Maintenance categories and schedule rules were set per asset, operations systems connected, and old service records migrated.

3

Inspectors trained. Maintenance and operations staff learned the mobile checklists, with regular reviews after go-live.

07 The results

- Every inspection due date visible across hubs and equipment types
- Faults found in inspections turned into tracked corrective work
- A signed service history on each bridge, conveyor and door
- Audit evidence produced from the system instead of gathered by hand
- Fewer unplanned service gaps disrupting terminal and hangar operations

08 Why it worked

Each asset keeps its own interval

Schedules are set per bridge, conveyor or door, so equipment with a fixed inspection interval never rides on a generic plan.

Overdue work is pushed up

Escalation reaches the supervisor before a missed check turns into an out-of-service stand or an audit finding.

Proof made during the work

The signature and readings are captured at the inspection itself, so the evidence exists the moment the job closes.

09 Looking ahead

With every terminal and hangar inspection scheduled, signed and escalated in one system, the group improved maintenance compliance by 45% and stopped discovering missed checks after the fact.

Each bridge, conveyor and door now carries a complete service history, which serves the next audit and shows engineers where equipment needs closer attention.

See it on your own assets

A 30-minute demo, set up for an airport, airline or hangar facilities team.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial