



**WINBASIC**<sup>®</sup>  
Technology Solutions

- EST 1996 -

**Integrated IT system links remote bases, vastly reduces manual processes and results in savings of over \$30,000 a year in phone charges alone.**

## **PACIFIC HELICOPTERS**

Client since 2007

Pacific Helicopters is a leading aviation company in the Asia Pacific region, with operations in Papua New Guinea, New Zealand and many other regions around the world. The company operates a varied fleet of single and twin engine helicopters, and has been the leading supplier of helicopter services to Papua New Guinea since 1970.

### **CHALLENGE:**

**Pacific Helicopters required an integrated reliable IT system to connect multiple bases in remote areas of Papua New Guinea.**

### **SOLUTION:**

**A virtual server environment, satellite based virtual private network and new accounting system & Voiceover IP Telephone system implemented.**

Winbasic implemented a virtual server environment to cater for the fluctuating power conditions experienced in Papua New Guinea and to allow for onsite disaster recovery remotely accessible from Winbasic's data centre.

Pacific Helicopters has multiple bases in remote locations, so a satellite based Wide Area Virtual Private Network linking each base to Head Office addressed this challenge whilst providing reliable internet connectivity to each of the bases.

A Voice Over IP telephone system was installed, allowing free phone calls between bases, local call costs to Australia and significantly reduced international call costs.

Winbasic also implemented a new accounting system without any staff downtime. Part of this process is assisting with the integration of multiple software vendors to allow a single integrated system linking Pacific Helicopter's accounts and maintenance software.

### **RESULT:**

**Significant cost and operational efficiencies realised.**

The new Voice Over IP telephone system has reduced the average monthly phone bills from \$3,000 AUD to \$150 AUD. (The system incurs an average call rate of 0.02c AUD per minute as opposed to the previous \$4 AUD per minute).

Other benefits

- Double handling of paperwork reduced saving time and increasing accuracy.
- A single set of reports saves queries across multiple systems to get accurate information.
- Each system is responsible for its core values – maintenance system controls aircraft maintenance and accounts system controls accounting information.