



CUSTOMER CASE STUDY

How one aerospace spare parts operation automated its morning triage

Summary

Hundreds of live orders triaged every morning across **30+** disconnected tools, with no way to tell which urgent orders were really urgent. Pelico ranked the order book by business impact and moved escalation and supplier outreach into one hub.

Live on ERP in **2.5 weeks**. After just a few months, **\$14M+** in measured impact, **15%** higher workforce productivity, giving an hour a day back to **300+** specialists.

Key Outcomes



No one could tell which orders were truly urgent

The organization running one of the world's largest transactional spare parts operations has world-class systems of record.

Yet every morning, analysts were triaging hundreds of live orders across more than 30 disconnected tools, with no reliable way to tell which of the urgent orders were really urgent.

"If every single part is critical, then none of it's critical."

— POST-AWARD ANALYST

A mature analyst takes up to two years to train. Those analysts were spending their mornings reconciling spreadsheets instead of making decisions. Orders that could have shipped sat unworked while teams chased the loudest escalation.

Meanwhile, their open backlog had surpassed \$300M. Each year, \$60M to \$80M in orders were being cancelled, even when the parts to fill them sat somewhere in the network.

What changed

With Pelico's Manufacturing Orchestration Platform, the team now runs an execution layer between the systems of record and the daily reality of the order book.

From 30+ disconnected tools to 1 live map

Every open order is ranked by business impact on a transparent severity scale, with its dependencies visible: **which parts are blocking it, and what it blocks in turn.**

"I didn't realize that PO affected this customer — that's another side of the fence. With Pelico I can see exactly who is waiting for these parts, their demand date, and how much money we'd make if we could support their order."

— TEAM LEAD, POST-AWARD

Analysts start from a prioritized action list and apply their judgment to the exceptions, instead of assembling a worklist from raw data across disconnected systems.

From email threads to 1 coordination hub

Escalations and supplier outreach run through a central hub, every request tied to its purchase order and work order and pegged to the customer order at risk.

Outreach that took 12.5 minutes per supplier now takes 25 seconds.

From manual triage to governed automation

Prioritization, simulation, escalation, and supplier outreach happen inside one flow, and results are written back into the systems teams already use.

AI agents run in production inside that flow, in advisory mode: the system proposes, the specialist decides. Every consequential action requires explicit approval and carries a full audit trail. AI agents cannot commit actions to enterprise systems directly.

Adoption is pulled, not pushed

Full ERP integration and production go-live took about 2.5 weeks. Users then self-enrolled beyond the managed rollout and built more than 1,250 execution models of their own.

Demand for onboarding outran training capacity. For their work on the deployment, more than 20 employees were nominated for the organization's internal innovation award.

The results

\$14M+ in measured impact

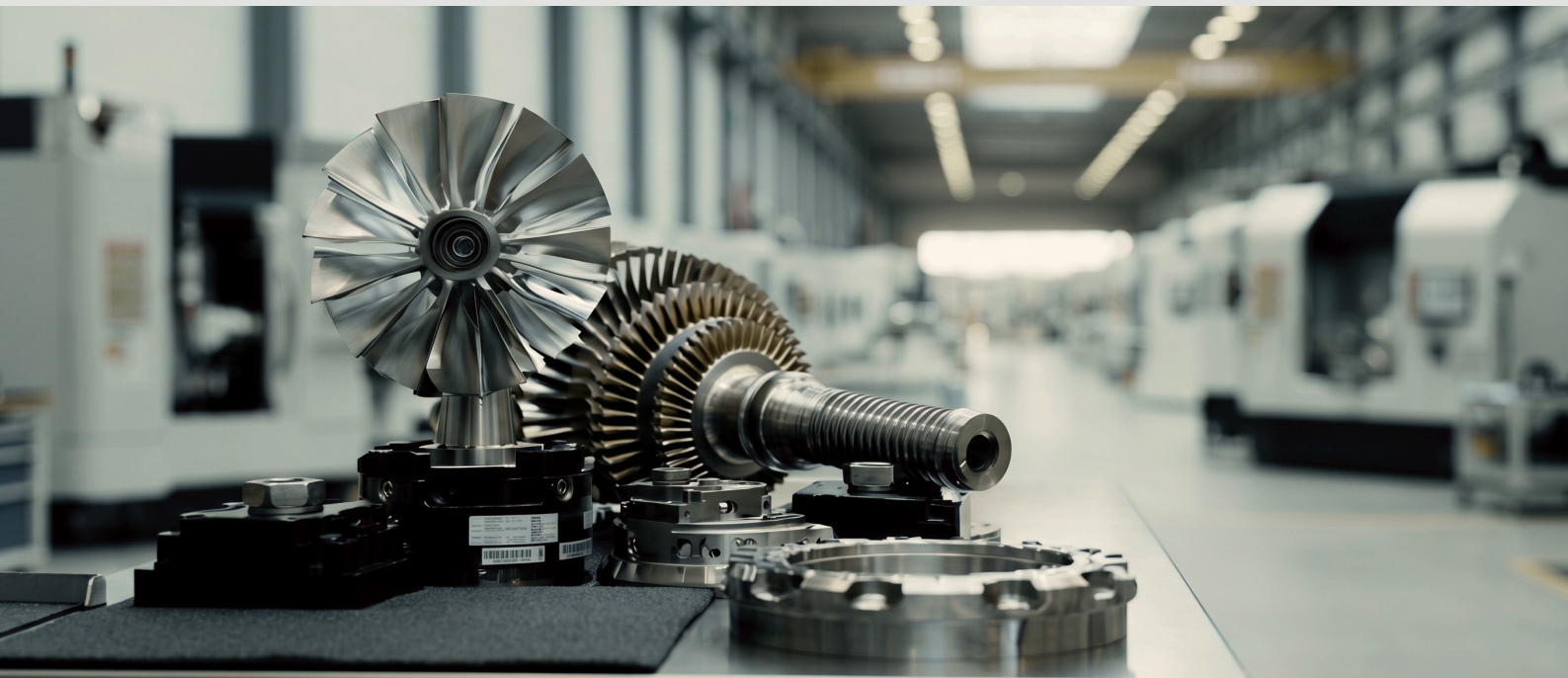
The team escalated more than \$11M in open order value in the first 3 months alone, and got to work unblocking the orders. In one case, a pricing error worth \$2M was caught before execution. Productivity improvements across post-award processes came to more than \$3M.

90% fewer clicks

Core post-award procurement tasks now take 90% fewer clicks. Heavy users of their own execution models report saving two to four hours a day.

1 hour back, every day

Across all 300+ users and 13 teams, workforce productivity improved by approximately 15%. More than an hour a day returned to every specialist, now spent on exception judgment, supplier negotiation, and recovery decisions rather than chasing and reconciling information.



What made the difference

Earlier attempts to fix the fragmentation delivered visibility only. BI tools produced useful insights, but people still had to interpret them, coordinate a response, and execute across disconnected systems.

The tools sat alongside the work instead of becoming part of it. So teams kept working the old way, with spreadsheets and heroics.

"We were concerned it might just be another flavor of a fancy dashboard. [Pelico] does provide visibility, and then it takes the next step, providing insight at the right time for the right users, tailor-made for the workflow that user is responsible for."

— SR. MANAGER, SPARES & SUPPLY CHAIN

Pelico changed the way the work runs. Analysts start the day from a shared, prioritized action list instead of assembling their own picture. Escalation, supplier outreach, and approval are steps inside one flow. What once lived in tribal knowledge and local workarounds became standard, transparent, and repeatable.

And because workflows were co-developed with the people who run them, this new way of working was theirs before it was mandatory.



Recognize your own operation in this story?

A thirty-minute session with our team will tell you whether the same approach fits. No preparation is required.

Talk to an aftermarket operations expert:

contact@pelico.ai