



Clients First successfully provides, supports and implements leading Enterprise Resource Planning solutions by putting clients and their business first. By helping organizations leverage the power of an ERP solution, clients are able to gain visibility and insight, optimize their operations and rely on dedicated support. With vertical expertise in Manufacturing, MRO, Distribution and Food & Beverage industries, Clients First has been the trusted advisor for many businesses looking to drive revenue growth and improve productivity with a partner they can rely on.

## CUSTOMER REFERENCE

### About Ram Aircraft, LP

RAM Aircraft, LP is a manufacturer and distributor of quality airplane products and provides professional maintenance services for owners of piston-engine aircraft. This is accomplished by providing overhauled engines, installed on-site and shipped worldwide. RAM Aircraft provides upgrade packages and new propellers, while also producing modified parts for Cessna, Continental and Lycoming aircraft engines. RAM overhauls account for 75 % of its business, while the remaining 25% is the wholesale distribution of remanufactured aftermarket parts. Both require an extensive tracking system. RAM makes quality their business and received the Diamond and Gold Award for Excellence in Aviation Maintenance Technician Training from the FAA.



**Industry:** Aviation Service Center (repair, upgrades, parts)  
**Operations:** Manufacturing, Job Shop, Engineering & Distribution  
**Replaced:** Custom and Spreadsheets  
**Solution:** Dynamics AX & ProMRO  
**Included:** Master Planning, Projects, WMS, Shop Floor Control, Production, Finance, are a few of the modules in use  
**Locations:** One location  
**Users:** 40  
**Website:** [www.ramaircraft.com](http://www.ramaircraft.com)

**Customer Since the Year 2000**

**“We saw significant benefits within the first 90 days; it really enforced that we had made a good decision to go with AX and Clients First.”**

**-Brian Adamik, CEO, RAM**

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“Clients First did a great job of setting our expectations of things we could or couldn’t expect and things that would have to be worked out in the implementation process. I found Clients First to be very honorable, they did what they said they would do and when they would do it.”

- Brian Adamik, CEO, RAM

*PUTTING CLIENTS AND THEIR BUSINESS FIRST*

**RAM ERP Project**

To meet Ram’s high quality standards Clients First was chosen to replace their custom legacy system with Dynamics AX. With the input from the group at RAM many of the features available in ProMRO (formerly EPM) were written due to their requirements. With that input we specifically designed ProMRO for Maintenance, Repair, and Overhaul (MRO) operations. Embedded with the Dynamics AX strong financials and supply chain combined with the MRO capabilities resulted in an ERP solution that has been in use since 2001. Since most MRO companies have manufacturing and/or distribution as part of their business, creating the ProMRO module for Dynamics ensures that Clients First can meet the demands of any client with MRO needs.

Replacing a custom system can be challenging. While modifications can address specific needs, you only want to introduce custom functionality when it’s absolutely necessary. The team at Clients First was able to not only replace a custom system, but the Dynamics and ProMRO software implemented met or exceeded all of RAM’s business needs. We can do the same for your company too. In fact, RAM has created a video for Clients First as a reference for any new prospects to view. Please visit to view the video: <http://clientsfirst-ax.com/about-us/testimonials/>



RAM CEO Brian Adamik, Mike Conti, Managing Director, & Kippi Halfin, re-enacting the implementation photo from 2000 in 2013.

**Microsoft  
Partner**



Gold Cloud Platform  
Gold Enterprise Resource Planning  
Microsoft Dynamics AX  
Microsoft Dynamics NAV  
Dynamics 365 for Operations

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