



Alexander Zapisetskiy

Chief Executive Officer at Eagle Flight Training

ConceptDraw Office — Taking off at Auckland with Eagle Flight Training

Industry:

Aviation

Location:

New Zealand, Auckland

Challenge:

Significant amount of follow up work which needs to be completed on time

Toolkit:



ConceptDraw **OFFICE 3**

Solution:

Track progress of each task, set reminders for follow ups, create flowcharts for internal processes.

Benefits:

Team work more efficiently, more targets were being met

The Eagle Flight Training aviation school is well known in the region. Eagle Flight Training specializes in the training of international students to an advanced level as a pre-cursor to entry into the aviation industry.

Eagle Flight Training has trained students from countries all over the world, including Bahrain, Brunei, China, Emirates, Fiji, Hong Kong, India, Indonesia, Malaysia, Maldives, Mauritius, New Zealand, Pakistan, Papua New Guinea, Philippines, Qatar, Russia, Samoa, Singapore, Taiwan, Tonga and Vietnam.

“ConceptDraw increased our efficiency greatly ... the team works more efficiently, more targets are being met”

As an experienced specialist and Chief Executive Officer, Alexander Zapisetskiy has always used products such

as the MS Office suite to manage the company's overseeing operations, along with multiple tasks on sales, marketing and business development. But sometimes large, unwieldy tools are not the best choice for tasks where simplicity and efficiency are needed.

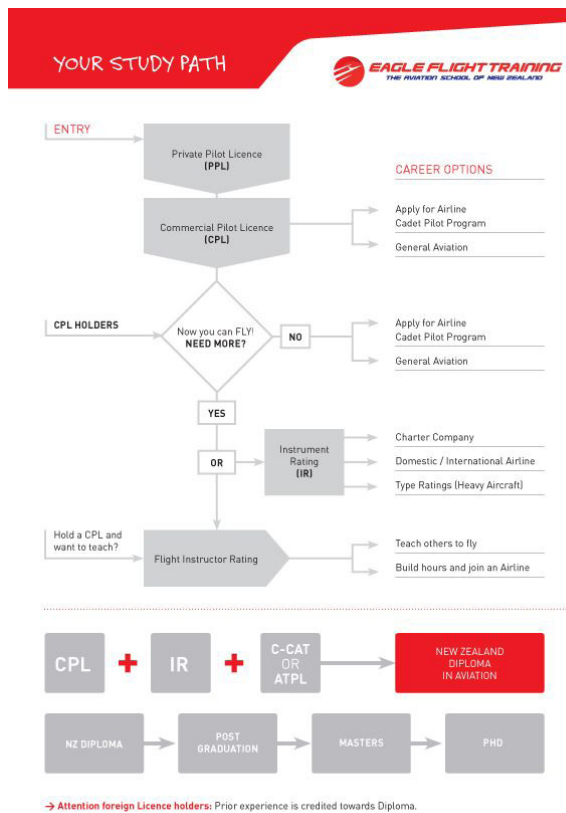
ConceptDraw Office proved to be the best solution. His department has utilized ConceptDraw applications since 2014, and it's been a huge success.

Alexander explains a set of tasks his team are constantly faced with - "Significant amounts of follow up work which need to be completed on time, converting leads into sales, monitoring the progress of each task, and ensuring timely completion."

"We use ConceptDraw to monitor potential client follow ups and ensure that we follow a consistent timeline with all clients", Alexander explains. "We can reflect when a task is completed earlier than scheduled which enables us to filter follow ups."

"The flowchart software has improved our internal procedures by making them simple to understand."

Creating flowcharts for internal procedures in sales and marketing is the first step they take in understanding a process: it's essential that ConceptDraw Office allows the progress tracking of each task.



"The flowchart software has improved our internal procedures by making them simple to understand. The flowcharts are used from junior right up to senior level personnel."

Following a workflow based on ConceptDraw software, Alexander and his team take advantage of the integration among the different components of ConceptDraw Office.

"ConceptDraw Office enables us to effectively follow up with clients in a timely manner and also allows us to save notes. Being able to save clients in separate groups is convenient." Alexander said.

From using ConceptDraw products, Alexander and his team feels that the entire business process in Eagle Flight Training has become more efficient and productive.

Making the decision to upgrade to a multi-user ConceptDraw Office license was an easy choice - "ConceptDraw increased our efficiency greatly ... the team works more efficiently, more targets are being met, and it makes it easier to monitor the progress made with each individual task."

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