

# LifeFlight Case Study

Industry: Aviation, Medical

Size: 400+ employees

Location: Australia

## ABOUT COMPANY

LifeFlight Australia is a world leader in aeromedical care, with a core purpose to save lives and serve the community.

The rescue and retrieval service is bolstered by LifeFlight's seamlessly coordinated suite of aviation and medical capabilities. LifeFlight's Retrieval Medicine, Training Academy, Coordination Centre, Air Ambulance Repatriation and Engineering and Maintenance capabilities are integral to LifeFlight's success in providing aeromedical services at home and internationally.

### Meet Brendan Turgiev, Performance and Improvement Manager



LifeFlight Australia, was grappling with an array of workflow and record management hurdles. The organization's conventional paper-driven system was tedious and deficient in efficiency and transparency, notably in pivotal areas like recruitment and staff record maintenance. With multi-year recruitment processes involving various stakeholders and an intricate process for employee onboarding, LifeFlight urgently needed a robust, comprehensive solution.



## LIFEFLIGHT'S SOFTWARE REQUIREMENTS

- The software should be cloud-based
- Integrated with Office 365 / SharePoint
- Available on monthly subscription
- Scalable and customisable
- Supported by an Australian-based team of developers

"TotalCalibration staff are very engaged and very keen to work on any project, no matter if it is big or small, easy or complicated. They love Lanteria HR and are always excited to improve it even further."



### 3 MAIN CHALLENGES LIFELIGHT FACED

1. Existing system was paper-based and non-compliant with ISO 9001:2015.
2. Critical recruitment milestones were often missed.
3. Critical employment information was not conveyed to Payroll in a timely fashion resulting in significant financial losses.

### ...AND HOW LANTERIA ADDRESSED THEM

Lanteria became the candidate/employee centred HRMS with enhanced features for storage of employment documentation thereby making the operations easily compatible with ISO 9001:2015.

Various controls available in Lanteria allowed tighter controls on compliance with specific steps in the recruitment process. No significant milestones were missed, or critical reporting errors made since the launch.

This is still a work in progress, however, the significant improvement in this area must be acknowledged.





## LIFEFLIGHT'S TOP 3 FEATURES OF LANTERIA

### **Customisable**

Almost all our requests were fulfilled. The system has certain limitations, however, they are insignificant.

### **Easy to integrate with other systems**

The system works well with other platforms via Power BI or available API.

### **Comprehensive HR platform**

Covers all aspects of work from recruitment to learning, competency assessment and performance reviews.

## OUTCOMES

The LifeFlight team was able to start a new service contract with a major government agency without increasing the headcount of its administrative department.

Lanteria became the engine for further efficiency improvement projects, such as the new Rostering system, etc.

LifeFlight is no longer reliant on the IP of individual employees to successfully run their daily operations.

Attrition of experienced key recruitment and workforce liaison staff is no longer a major threat to the seamless operations of our organisation.

"Total Calibration is an XXI century organisation, customer focussed and solution-oriented. Our journey with them was very enjoyable and rewarding."

