

VENDOR JOB CARD: ULTRAMAIN

Mark McCausland discusses how an active commitment to making maintenance more efficient and paperless has always been the bedrock of Ultramain's success



Mr. McCausland began his aviation career in Carlsbad, NM, in his father's flying business (FBO). His diverse roles in the family business eventually led him to develop aircraft maintenance software, laying the foundation for ULTRAMAIN. While working for his father's FBO, he also joined the New Mexico Air National Guard, serving as a guardsman for over 25 years. When not deployed, he owned and operated Ultramain Systems and is the President and CEO. Mr. McCausland resides in Albuquerque, New Mexico where Ultramain Systems corporate offices are located. He is married and has two children.

Aircraft IT: Your name, your job title and the name of the business?

Mark McCausland: Mark McCausland, President, Ultramain Systems

Aircraft IT: How did Ultramain Systems get started?

MMcC: ULTRAMAIN® was first developed in the 1980s with the goal of providing best practices and efficient operations to the aviation industry. Over the years, ULTRAMAIN has continually evolved by incorporating various technological advancements to ensure our commitment to serving the sector.

Aircraft IT: What is the guiding business principle that drives Ultramain Systems?

MMcC: Our philosophy is that our software serves a purpose beyond mere utility. We are dedicated to developing products with a focus on optimizing

efficiency, fostering cost reduction, and improving compliance, aimed at delivering superior software and services to our customers.

Aircraft IT: What has Ultramain Systems greatest business achievement been to date, and why?

MMcC: Ultramain Systems played a pivotal role in the industry moving toward paperless operations. For decades, the concept of 'paperless' has been promised within the aviation industry, but no one put

together a comprehensive end-to-end solution that allowed operators and third-party maintainers to get there. That was all changed by Ultramain with the introduction of ULTRAMAIN ELB™ in 2007, followed by ULTRAMAIN *Mobile Mechanic™*, *Mobile Inventory*, *Mobile Executive*, *GATe*, and other mobile apps. Ultramain has been at the forefront of innovative solutions for the aviation industry for a long time. Our team has built-up extensive experience and expertise along the way.

“We are dedicated to developing products with a focus on optimizing efficiency, fostering cost reduction, and improving compliance, aimed at delivering superior software and services to our customers.”

Aircraft IT: What have been your disappointments and what have you learned from them?

MMcC: Not a disappointment really, just an observation. We understand that it's a big change to go from being dependent on paper to paperless systems. The aviation industry has been slow to embrace and adopt paperless operations even though our paperless solutions have been available to the industry for over a decade. But paperless operations is no longer the domain of just innovators. Even regulators see the benefits. Operators and maintainers are actively and eagerly seeing our digital solutions and we lead the industry with mature proven systems in this area.

Aircraft IT: In a sentence, how would you summarize what Ultramain Systems does for aircraft maintenance customers?

MMcC: ULTRAMAIN significantly enhances operational efficiency and reduces costs for aircraft maintenance customers.

“ULTRAMAIN provides optimization for all aspects of the aircraft maintenance process including labor, parts, maintenance planning, scheduling and execution.”

Aircraft IT: What do you feel will be the next big thing in maintenance Aviation IT?

MMcC: Paperless real-time systems that accurately and efficiently allow users to accomplish their work where they work using mobile devices. All ULTRAMAIN implementations bring about paperless operations. Optimization also comes to mind because of how little optimization is available. ULTRAMAIN provides optimization for all aspects of the aircraft maintenance process including labor, parts, maintenance planning, scheduling and execution.

Aircraft IT: What do you want your customers to say about Ultramain Systems.

MMcC: Aviation maintenance is inherently complex, and I like ULTRAMAIN because ULTRAMAIN makes it simple. ULTRAMAIN is easy to use and provides me with all the capabilities I need to accomplish my work without the hassle of dealing with paper. I use it on mobile devices where I do my work. It works for me rather than me having to work for it. It's great!

Aircraft IT: Mark, thank you for your time.



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