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MRO-PRO Base Maintenance Customer Portal

Live maintenance visibility. Real-time commercial control.

A new customer interface for Base Maintenance

MRO-PRO is preparing to release a major new Base Maintenance Customer Portal, giving airline and operator customers their own secure interface into a live maintenance event. From aircraft progress and milestones through to Tasks, NRCs, Parts, Tooling, Services, Equipment and documentation, the customer sees the same underlying maintenance information being used by the MRO team—replacing fragmented progress updates, spreadsheets and email chains with a single, shared operational picture.

A live view of the check - from progress to the underlying detail

At workpack level, the Portal gives the customer a live view of how the aircraft is progressing against plan, combining Turn Around Time, planned and actual maintenance hours, milestones, zonal progress and operational readiness. From there, customers can drill directly into Tasks and NRCs, follow parts from demand through to issue, monitor tooling, services and specialist equipment, and access certification records, Workpack Reports, Invoice Reports and issued invoices or credits—all without waiting for a manually prepared progress report.

More than a portal - commercial control is built into the maintenance event

The most significant capability, however, sits beneath the customer interface. The Portal is integrated directly with MRO-PRO's Commercial Approval Engine, which continuously monitors the commercial position of the workpack and automatically determines whether Labour, Parts, Services or Equipment remain within the customer's authorised limits. Rather than relying on periodic manual reconciliation against the contract, the approval position is automatically reassessed whenever commercially significant activity changes.

The Commercial Approval Engine understands the workpack's contractual caps, pricing and markup rules, current operational values and the customer's latest approval limits. Changes to labour, parts, services or equipment can therefore immediately alter the approval position, with the same commercial calculation engine used throughout MRO-PRO to maintain a single authoritative commercial position.

When authority is exceeded, the workflow responds

This is where operational visibility becomes genuine contractual control. If the evolving value of the work moves beyond the customer's authorised position, MRO-PRO automatically returns the affected item to an approval-required state, preventing controlled work from progressing beyond the agreed authority without further customer approval. The customer is immediately brought back into the process with visibility of what has changed and the value requiring approval, protecting the MRO from unapproved Over & Above exposure while keeping operational activity and commercial authority connected throughout the check.

One place to review, approve and evidence the decision

Outstanding approvals are consolidated into a dedicated workspace where customers can review the Labour, Parts, Services or Equipment driving the requirement and approve directly against the maintenance record. Every decision creates a permanent commercial audit trail recording who approved it, when, the approved limit, current value, comments and supporting evidence, with confirmation automatically

distributed to the relevant customer and MRO stakeholders. If the commercial position subsequently changes, MRO-PRO reassesses it against the latest authority and requests further approval where required.

Transparency without compromising operational control

The Portal provides transparency without compromising operational control. Customers gain direct access to live progress, commercial information and maintenance records, while controlled maintenance, certification and operational actions remain within the MRO environment. For the MRO, that means fewer manual status updates, faster commercial decisions and a stronger record of customer authority; for the customer, it means greater visibility, faster access to supporting information and a clear, auditable route for approving additional work.

Connecting maintenance progress, customer authority and commercial performance

The MRO-PRO Base Maintenance Customer Portal goes beyond simply displaying maintenance information. It connects the customer directly to the live maintenance event while embedding commercial governance into the operational workflow—giving the MRO and its customer one shared view of progress, technical activity, commercial exposure, what has been authorised and what requires action.