



MRO Insider
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MRO Insider Smashes YTD Numbers

App surpasses over 350-service locations and drops response time

Michigan – April 18, 2022 – MRO Insider announces year to date the platform has added over 70 maintenance provider locations in the United States from 14 companies supporting AOG, scheduled maintenance, and parts. This increase pushes the total number of provider locations to 350 between the United States, UK, Mexico, and Brazil.

Andy Nixon, President of MRO Insider states, “2022 has shown our company incredible growth on the service provider side along with requests sent by aircraft operators.” He goes on to state that “our team has been focusing on increasing the win percentage through the app and we are now reporting a 35% acceptance rate in 2022, even reaching over 50% in March.” Adding “what that tells us is over one-third of requests are selecting a service provider that utilizes our platform; a crucial statistic for our growth.”

Service providers are notified through e-mail and mobile push notification that aircraft operators are searching for maintenance through the platform. The provider responds within the app directly to the operator. Pricing, timing, customer reviews, and more are included from the provider. Average response times for AOG events have dropped below 8 minutes from when the operators send a request. “Our operators are receiving 3-6 competitive quotes for AOG response quicker than sitting on hold with a single call center.” Nixon adds. Also in 2022, the company has pushed into the FBO market to include hangar rental, fuel quotes, handling, and ground service equipment to name a few.

About MRO Insider

Founded in 2016, MRO Insider is the only platform in business aviation that allows users to solicit multiple quotes for service with a single request. The network of service providers includes AOG, scheduled airframe and engine maintenance, avionics, paint, interior, detailing and parts along with fuel, hangar rental, and ground handling. The MRO Insider app allows users to ‘ping’ service providers based on the current aircraft location, eliminating the redundant phone call and email process. The platform currently has over 2,500 registered tail numbers and with over 300 provider locations.

For more information, contact Andy Nixon at andy@mroinsider.com.

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