

“Rigorous management of documentation is essential to safety in aeronautics. Now we no longer have to worry about helicopters being stranded on the ground for want of the proper documents.”

– Luca Maragnani, Head of Material Service Delivery  
AgustaWestland



### Our Challenge

“In our business, a grounded helicopter waiting for a spare part constitutes a situation of utmost urgency. If we don’t get it flying again within a contractually agreed timeframe, we suffer penalties and loss of revenue, not to mention giving a poor impression to customers.

Every spare part has to ship with a set of documents – certifications, log cards, test reports, invoices and so on. Our problem was that we couldn’t reliably produce these documents quickly enough when we needed them. To avoid holding up the whole process of getting a spare part to an aircraft on the ground, we needed an improved document management process.”

### Our Solution

“Xerox has introduced a process and technology that lets us instantly digitise documents when we get them. Through integration of the Xerox solution with our ERP system we can scan documents, attach metadata and load them to a searchable document management system within a minute. This means that for every incoming part, we know that its documents are readily available whenever we need to ship the part out.”

### Our Results

“The main value to us is the time we save in processing and finding vital documents so that there’s no holdup in our ability to resolve aircraft-on-the-ground situations quickly and efficiently. The new solution is also saving us money because it’s more cost-effective than our previous process.”

- Time taken to make documents digitally available reduced from an average of 15 days to 1 minute
- 80% reduction in document search time, due to better quality of metadata
- Alignment with AgustaWestland’s integrated logistics strategy
- Compliance with relevant aviation authority data requirements
- Scalable solution suitable for rollout to other AgustaWestland divisions in future.

“The Xerox solution is helping us drive forward our integrated logistics strategy, which is central to the success of our business.”

– Luca Maragnani, Head of Material Service Delivery  
AgustaWestland



## Fast document digitisation keeps AgustaWestland flying

Whether they're military or commercial organisations, the customers of Anglo-Italian helicopter company AgustaWestland can't afford to have their helicopters on the ground when they should be flying.

AgustaWestland's Customer Support & Services organisation may have only hours to resolve an aircraft-on-the-ground (AOG) situation for a customer. It can't afford to be held up by inefficient processes; that's why its Material Services Delivery division, located in Lonate Pozzolo, Italy, decided it needed to tackle the vexed problem of document management.

The division manages the distribution of spare parts for AgustaWestland's fleet of helicopters. Every component is subject to rigorous airworthiness checks, signified by official certifications. Together with other information such as test reports, log cards, invoices and transportation records, these form a set of documents that is essential to the proper management of every part. When a part needs to be shipped, it's vital to be able to locate the relevant documents as quickly as possible.

This couldn't happen while it was taking an average of 15 days for parts documentation to be sent in batches for scanning and indexing, sent back on CD and uploaded for online access. Now, thanks to a new Xerox solution, the digitisation and upload process takes less than a minute. The solution is fully aligned with AgustaWestland's integrated logistics strategy and complies with aviation

authority data requirements. It includes security features that ensure that only authorised personnel can digitise documents.

## From acquisition to archive: access to documents transformed

Xerox started by analysing the types and volumes of documents acquired and generated by the Material Services Delivery division. They looked at how, when and by whom documents were processed, distributed, read and archived; and how much it all cost. Using the Lean Six Sigma methodology, the Xerox team worked with AgustaWestland to re-engineer the document flow to improve efficiency and reduce costs.

The new process takes advantage of the programmable interface of Xerox multifunctional devices (MFDs), which Xerox has integrated with AgustaWestland's enterprise resource planning (ERP) system and with the Xerox DocuShare document management system.

When the Material Services Delivery division receives a new part, it produces a bill of material (BoM) from its ERP system. The BoM, which has a unique identifying barcode, is immediately scanned together with all the part's documents using a Xerox MFD. The MFD automatically uses the barcode to query the ERP system and retrieve a set of metadata for the part.

Each MFD has a display area that shows the user both the scanned documents and the retrieved metadata. The user checks the metadata and the readability of the

scanned documents. Once the user confirms that everything is ok, the documents and associated metadata are instantly uploaded to the DocuShare system. The paper documents are placed in a box and sent to an external storage site; the metadata includes a box identifier so that the original documents can always be located.

## Results that matter on the ground

There's no longer a danger that documents will hold up a response to an AOG. From scanning to document upload, it can take less than a minute to process an average of six pages. The quality of metadata extracted from the ERP system is better than it used to be using optical character recognition to extract metadata. As a result, it takes 80% less time for people to find the documents they need.

AgustaWestland intends to extend the Xerox solution to other areas of its business. To make this easier Xerox has defined a 'base module' for the solution, which gives a fixed price per year for a specific combination of MFDs, licenses and professional services required to implement the solution.

This gives AgustaWestland an efficient and secure centralised solution that can be rolled out in a distributed manner to different operational areas. It's an ideal way for the company to support the integrated logistics strategy that is central to the success of its business.

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