



CAPTARIS CUSTOMER CASE STUDY

BAE SYSTEMS

CUSTOMER PROFILE

INDUSTRY Aerospace, Defense and Information Systems

LOCATIONS BAE Systems Inc. is headquartered in Rockville, Md.; BAE Systems Regional Aircraft is headquartered in the United Kingdom, with facilities in Europe and Washington D.C.

EMPLOYEES 100,000

REVENUE Annual sales in excess of \$25 billion

WEB SITE www.baesystems.com

SOLUTION SNAPSHOT

CHALLENGE Managing 200,000 paper records for FAA compliance; must produce records in a timely manner to keep airplanes flying

SOLUTION Captaris Alchemy Document Management

RESULTS Increased records staff efficiency by making almost 200,000 records immediately retrievable; met FAA compliance requirements

BAE Systems Assures FAA Compliance with Captaris Alchemy Document Management

Provides Immediate Access to 200,000 Critical Records

BAE Systems Inc. is the US subsidiary of BAE Systems plc, an international company engaged in the development, delivery and support of advanced defense, aerospace and information systems. BAE Systems Regional Aircraft is a leading provider of aircraft and support services to regional airlines throughout the world.

The Challenge

To support safety, every aircraft part must be approved by the Federal Aviation Administration (FAA) and granted a Certificate of Conformity. When BAE Systems Regional Aircraft sells and ships parts to customers, it delivers a copy of this certificate for customer records and maintains a copy for its own records. If, at a later time, customers request additional copies, employees used to go through the lengthy process of traveling back-and-forth between the office and warehouse to manually search for each file, make copies and re-file the documents. With other responsibilities to manage, the manual search approach added complexity to the process, said Sylvia Lacy-Crow, corporate records manager.

The FAA requires files to be stored for the amount of time its parts are in service. In the past, manual processes occasionally resulted in lost or misplaced certificates. "If a customer loses its copy and cannot produce certification, its aircraft can be grounded—an aircraft on the ground doesn't make money," Lacy-Crow said. "If we didn't have a copy available, we would lose credibility and potential future sales with the customer."

In 1989, BAE Systems developed a records center for retrieving Regional Aircraft certificates and other documents for groups throughout the organization. The company implemented an imaging system with optical disks for storing and retrieving files. Several years later, the proprietary imaging system was discontinued by the vendor and the software was no longer supported. "Now, I'm wiser," Lacy-Crow said. "I knew to look next for a non-proprietary solution with flexibility." She searched for a new imaging system that would also be easy to use and easy to share with other departments or customers. BAE Systems also wanted a solution that would archive and retrieve information using several metadata characteristics.

The Solution

BAE Systems Regional Aircraft implemented Alchemy Document Management to archive and manage Certificates of Conformity, including JAA Form Ones or 8130 formatted paperwork conformity certificates and other corporate records. The team uses a stand-alone Alchemy Server. Records staff members scan documents and burn images onto Compact Discs (CDs), then each image file is indexed by at least two fields. For Certificates of Conformity, they send one CD to the warehouse and the other for off-site backup.

Lacy-Crow also creates archives on CD for other groups and purposes, including files for legal reference, corporate minutes and HR-related documentation. She commends the software for its flexibility and simple installation. Unlike other products that charge additional fees for distributing a search and retrieval program or limit that functionality, "Alchemy enables me to include the full-featured search and retrieval program on any disk at no extra cost, so other contacts inside or outside the corporation have fast access to critical documents," Lacy-Crow said.

Since implementing Alchemy, BAE Systems has scanned thousands of corporate documents and imported existing images for digital storage and retrieval. The records team now has immediate access to records created over the last two decades, totaling nearly 200,000 documents on more than 80 CDs.

The Results

Alchemy has reduced the time, effort and supplies required to manage corporate documents. "For certificates, the staff no longer has to walk to the back of the warehouse or call us to get files," Lacy-Crow said. "They have a workstation where they can access the information they need right at their fingertips. ...Users say the system is quick, reliable and easy-to-use." Documents that previously took up to several minutes to obtain are now available immediately.

Along with saving time, the Alchemy "digital filing cabinet" supports compliance initiatives, reduces risks to document security, and saves space and supplies.

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BAE Systems chose Alchemy for its flexibility and portability. The software allows Lacy-Crow to send CDs to BAE Systems employees who need access to files from home or while traveling. "It's the ease of sharing information," she said. "As a records manager, I'm service- and customer-focused. Alchemy helps me perform my job—serving customers—more efficiently." After using Alchemy for several years, she wouldn't go back to previous systems. "The version of Alchemy we use is owned by Regional Aircraft," she said. "If Regional Aircraft ever relocated, the first thing I'd do is ask for Alchemy."

When changes were needed with the old proprietary imaging system, BAE Systems had to pay a programmer to reconfigure and re-install the product. Comparatively, Alchemy requires little programming or management and adapts easily to changing needs. "We have a support agreement that is well worth the money," she stated. "Everyone at Captaris is fabulous. They work to solve any issue." BAE Systems worked with Input Solutions, a Maryland-based Captaris reseller, to install Alchemy.

For More Information

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information please visit www.Captaris.com.

Input Solutions is a solutions provider located in Gaithersburg, Md.

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