



KLM Airlines use *Alchemy* Archiving to Assess Passenger Sales Volumes

KLM Royal Dutch Airlines (KLM) is a major international airline, currently serving passengers and airfreight shippers around the world, principally operated from a number of key transportation and logistics hubs.

The UK is a key component of this international network, with flights operating from most major UK airports. Tickets for these flights are sold through a variety of channels, including travel and booking agents, web bookings and direct sales. Passenger flight volumes can be determined via a combination of credit card payment details and ticket portions retained at airport ticket desks.

Within the UK, these are collected from the various airports then distributed to a bureau-based scanning service, where historically about 70,000 documents have been scanned every month. The paper documents are scanned and indexed on three key fields, including the actual ticket number.

This allows for faster searches for documents and records. The documents are also quality-improved during scanning by automatic facilities such as de-skewing, de-speckling and general image clean up. Batches of scanned documents and their index fields are then copied to CD and distributed on a weekly basis back to KLM's UK office at Heathrow Airport. Here they are rapidly batch-loaded into an Alchemy Document Management System based on a Windows 2000 Server.

The Alchemy system is licensed for 50 concurrent users around the business, but is principally used by the Passenger Sales Accounting team for rapid document retrieval to assist with ticketing queries. By searching on combinations of index fields and date parameters, the Alchemy system will quickly return search results of matching documents for the accountants to view after just a single mouse click. User facilities are provided via the Alchemy Web module, which enables KLM staff to have consistent access to the document database via standard web browsers.

For more information on how Alchemy can help your business, please visit <http://www.lightsol.co.uk>

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