Case Study: Airline Improves Maintenance Library During Merger

The Situation

A major airline was struggling with an outdated document-based system for handling its maintenance library. Proper documentation represented a crucial aspect of the airline's day-to-day operations, yet retrieval had become cumbersome and database maintenance was costing too many IT man hours.

The airline needed to replace the existing system with a web-based solution that authorized personnel could easily access and maintain, alleviating the demands on IT.

The Solution

OptiScan scanned archived files into its proprietary document management system, eVista.

eVista is a secure, web-based hosting program that enables organizations to host and manage all of their digital media. It offers instant access to archived files 24/7. The program also enabled the airline to:

- Save disk space through centralized web server storage
- Easily and securely retrieve digital documents using categories, bookmarks and keywords
- Control who has access to specific documentation with role-based administrative access
- Protect files from loss or damage with automated backup and recovery
- Enable multiple people from around the world to reference the same document
- Track contributions and changes with the version history feature

During the scanning process, the company merged with another major airline. The change management staff analyzed eVista and determined that the solution was not only effective for the original scope of the project, but also the ideal solution for combining the records of the two newly joined airlines.

The Benefits

eVista enabled the airline to improve the retrieval and maintenance of documents – even during a merger transition. The airline also experienced the following benefits:

- The solution required little to no training to get users up to speed
- OptiScan's scanning services allowed for quick conversion to the new system without taxing internal resources
- Much of the maintenance, additions to search criteria, user account administration and other functions in eVista could be performed in minutes by users with the proper access, alleviating demands on the IT department
- eVista scaled easily for expansion during the merger
- Documents could be retrieved within seconds for use or audit
- Storage space was saved when converting hard copies to digital files

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Free consultation: (800) 369-5997