



Case Study | Aerospace & Defense

FAA-approved aircraft maintenance solution reduces service interruptions

Industry

Aerospace & Defense | Regional Airline

Size

71 regional jets
500 departures per day
6 million passengers per year
2,000 employees

Location

Mid-America
with six maintenance and crew locations
throughout the United States

OnBase Integrations

INFOR Infinium
Lawson

Departments Using OnBase

Aircraft Maintenance
Accounts Payable
Human Resources
Payroll

The largest, privately held regional airline in the United States operates nearly 500 departures per day in the United States and Canada. No stranger to complex process and document storage requirements, this organization has been using OnBase in its Accounts Payable department for 10 years. The airline recently identified an opportunity to expand the OnBase solution to one of its most highly regulated departments, Aircraft Maintenance.

The Challenge

Due to the importance of maintenance and service records, as well as technical manuals, the Federal Aviation Administration (FAA) has placed strict regulations on how these documents are stored and how quickly they can be retrieved. Specifically, they do maintenance very regularly and need to document the procedures in accordance with the FAA's Commercial 117 rules.

Prior to using OnBase, paper copies of these documents followed the appropriate review processes and were stored off-site in a bankers box. This system left room for error, such as lost or misfiled documents and delayed access to files that were not available on-site. In such a highly regulated and audited environment, the inability to retrieve maintenance documents on demand could directly impact the business by grounding a plane, causing delayed or canceled flights.

The documents related to aircraft maintenance are crucial to the business. An airplane would have to be grounded if any documentation was lost. This airline knew it needed an automated solution it could rely on to stay in compliance with FAA regulations while providing quick and easy access to the documents driving its operations.



IDT

putting paper in its *place*

OnBase
by Hyland

“The documents related to aircraft maintenance are so crucial to our business. An airplane would have to be grounded if any documentation was lost. OnBase prevents this from occurring.”

– Director of Business Technology Delivery
Largest Privately Held, US Regional Airline

The Solution

In order to use OnBase in the Aircraft Maintenance department, the FAA had to approve the automated solution. The airline had to show the FAA the process of how it would maintain these documents with OnBase. With the FAA on-site, the airline demonstrated how quickly and easily they could store and retrieve any document related to aircraft maintenance using OnBase.

Trusting the system to maintain this valuable information, the FAA approved the use of OnBase as the Aircraft Maintenance solution of record. The airline now scans and retrieves documents at all of its maintenance locations, providing instant access to information required to keep the fleet maintained and airborne.

The Difference

Increased compliance: Repair manuals, product specifications and process documentation are captured, retained and managed in accordance with FAA regulations, helping to keep the fleet in flight and on time.

Remote capture and access: OnBase reduces the need to capture and store paper documents solely at a central location. The information is instantly available to all locations across the organization.

Transformed manual processes: OnBase eliminates the pains of paper records and manual review, such as missing or misfiled documents that are critical to running the business.

Quick and easy audits: Easy access to information and increased visibility into processes allows the airline to take a proactive approach and respond quickly to audits.

Learn more at Go.OnBase.com/Aerospace »

