



Case Study | Aerospace & Defense | Aero Instruments and Avionics, Inc.

North American repair center ensures compliance and improves service with content management

Customer

Aero Instruments and Avionics, Inc.

Industry

Aerospace

Size

110 employees

Location

Buffalo, NY

Departments

Accounts Payable
Accounts Receivable
Customer Service
Repair
Sales
Quality Control

The Challenge

A premier-rated, independent repair center in North America, Aero Instruments & Avionics, specializes in the repair and overhaul of commercial aircraft instruments, avionics and electrical accessories. In business since 1968, the company was inundated with paperwork.

One of Aero's biggest challenges was managing boxes and store rooms filled with paperwork. It took employees and auditors considerable time and resources to find the documents they needed. Aside from being a time consuming process, manually filing paperwork magnified the possibility of human error and lost documents, which could be detrimental to the organization. "We have a number of audits throughout the course of a year, including visits from our larger customers and federal agencies like the FAA," says Scott Phillips, Director of Information Technology at Aero. "We use OnBase to store all the critical paperwork needed during an audit, including our maintenance records, customer paperwork and purchase orders. It is essential that we have quick and easy access to these records not only during an audit, but on a daily basis for our maintenance and customer service personnel."

Realizing the critical role document management played in its success, Aero chose OnBase, a globally recognized and awarded enterprise information management (EIM) solution used by more than 50 aerospace organizations worldwide.

"The visibility into, and traceability of, our processes is front and center. When the FAA or a customer requests an audit, we produce exactly what they need, instantly."

— Scott Phillips, Director of Information Technology at Aero Avionics & Instruments

The Solution

Aero now scans documents into OnBase; they are securely stored and instantly available to anyone who needs them. The organization is required to have proper documentation of all parts that go into their instruments, tracing back to where each part was first manufactured. This level of detailed paperwork, along with documents such as work orders, purchase orders, contracts and trace paperwork, results in a tremendous volume of critical documents that now can be quickly retrieved in OnBase.



IDT
putting paper in its *place*

OnBase
by Hyland

“If I had one word to describe OnBase, it would be critical.”

– Scott Phillips, Director of Information Technology at Aero Avionics & Instruments

OnBase also allows for better traceability in the event of an audit. Auditors are provided with information electronically, allowing them immediate access into a case while eliminating the liability associated with paper documents. “That’s been one of the biggest improvements in having OnBase,” says Phillips. “We can bring up a work order packet and all the trace paperwork supplied with any parts used in that repair quickly and easily, allowing an auditor to review all the paperwork on one screen.”

Additionally, OnBase allows Aero to more efficiently manage customer service calls. “Our customer service department loves OnBase because it makes answering our customer’s questions so much easier,” says Phillips. “When customers call, our customer service personnel can bring up any paperwork associated with their inquiry almost instantly and answer any questions the customer may have, quickly and accurately.” This speed and organization makes for a seamless customer service process that is maintained throughout the typical ebb and flow of business transactions.

The Difference

Maintaining staff: Since implementing OnBase, Aero has been able to maintain the same number of office personnel even as the business has grown and more customers have come through the door. “We haven’t had to hire more customer service personnel because the teams are armed with OnBase, and they can get the customers the answers they need quickly and correctly,” says Phillips.

Quick and easy audits: Secure storage and easy access to information allows Aero to demonstrate compliance and respond quickly to audits.

Better customer service: With the use of OnBase, employees have instant access to the appropriate documents, providing significantly better response times with first-call resolution.

Learn more at Go.OnBase.com/Aerospace »



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