documentum
a division of EMC

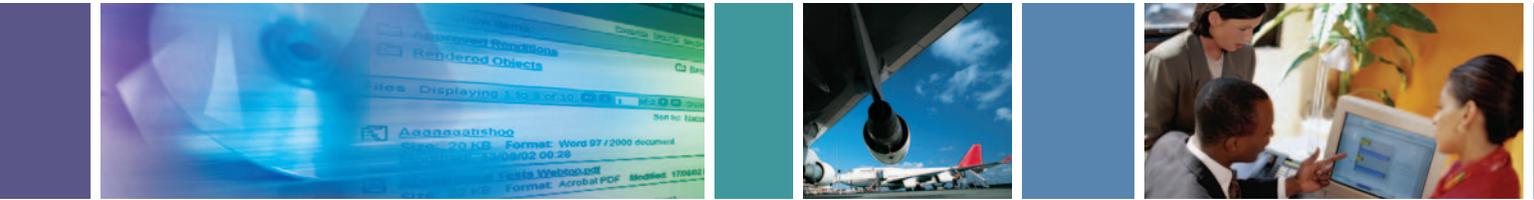## Documentum Solutions for the Aerospace and Defense Industries

Meeting the Challenges of a Global Marketplace

Aerospace and defense companies are facing increased pressure to boost efficiency as they cope with geographically shifting demands for new aircraft and defense systems in a highly competitive environment. But the inherent complexity of aerospace and defense means that companies cannot achieve significant efficiency gains unless they provide a global workforce with streamlined access to highly technical information. This requires a unified content value chain, where information can be easily shared within and between organizations.

1: **Research and Development**	2: **Purchasing and Supplier Mgmt.**	3: **Manufacturing Operations Mgmt.**	4: **Marketing**	5: **Sales, Service, and Customer Relationship Mgmt.**	6: **Maintenance and Repair Operations**	7: **Operations and Administration**
SOLUTIONS	SOLUTIONS	SOLUTIONS	SOLUTIONS	SOLUTIONS	SOLUTIONS	SOLUTIONS
> New Product Development > Engineering Change/Release Mgmt. > Technical Publications	> RFP/RFQ Management > Contract Management > Supplier Portal	> Engineering Change Management > Quality Specification Management > Corrective Action Management	> Website Management > Catalog Management > Digital Asset Mgmt.	> Technical Publications and Support > Customer Portal > Contract Management	> Training > Technical Publications and Support > Quality Assurance and Notification	> Corporate Portal > Human Resources Portal > AP/AR Processing > Corporate Compliance

The graphic above illustrates the ability of enterprise content management to integrate the content value chain across the primary functional areas of an aerospace or defense company.

Highlights

• Enables multi-channel publishing of critical technical documents

• Ensures 24x7 access to accurate maintenance and repair information

• Reduces the cost of global sales efforts

• Automates business processes while meeting regulatory demands

• Powers Web self-service support for customers, partners, and suppliers

Documentum—Up to the Challenge

The content value chain describes how essential processes are related in an organization and how content moves and is used across those processes. And in every area of the aerospace and defense content value chain, Documentum helps reduce selling costs, ensure compliance, improve safety, automate business processes, enhance customer service, and get products to market faster.

In fact, for every content management challenge a defense contractor or aerospace company faces, Documentum provides a solution. And with our standards-based platform and world-class partner integrations, the opportunities to leverage enterprise content management throughout your organization are virtually unlimited. Documentum can help you exploit the natural relationships between content and processes that start in research and development and extend all the way to business operations and administration—which means your business becomes more agile, more responsive, and more competitive.

On the following pages, we profile solutions that illustrate the varied ways in which Documentum is being used in every area of organizations in aerospace and defense.

Today's aircraft are technologically sophisticated, multi-million dollar machines to which millions of people entrust their lives every year. So technical information has to be completely accurate and up-to-date. There's no such thing as an insignificant mistake.

Documentum Solutions for Aerospace and Defense

As aerospace and defense companies attempt to expand their revenue opportunities and globalize operations, they must find integrated solutions for optimizing their content value chains. Increasingly, these companies are turning to Documentum, whose breadth of experience and market leadership in enterprise content management are second to none. The following solutions demonstrate the expertise Documentum can bring to the business of an aerospace or defense enterprise.

Research and Development
New Product Development
Patent/IP Management
Engineering Collaboration
Engineering Change/Release Management
Technical Publications

Purchasing and Supplier Management
RFP/RFQ Management
Project Planning and Collaboration
Contract Management
Supplier Portal
Supplier Scorecarding
Corrective Action Management
Supplier Collaboration

Manufacturing Operations Management
Engineering Change Management
Quality Specification Management
Corrective Action Management
SOP Management
Engineering Drawing Management

Marketing
Website Management
Catalog Management
Digital Asset Management

Sales, Service, and Customer Relationship Management
Bid and Proposal Management
Correspondence Management
Project and Program Management
Client Engagement
Technical Publications and Support
Customer Portal
Contract Management
Channel Support Portal
Order Management

Maintenance and Repair Operations
Training
Technical Publications and Support
Quality Assurance and Notification

Operations and Administration
Corporate Portal
Human Resources Portal
AP/AR Processing
Corporate Compliance
Plant and Facilities Management
Sarbanes-Oxley
DOD Compliance
E-learning
Knowledge Management

Research and Development: *Decisions in basic and applied R&D must be constantly evaluated in light of their long-term impact on company profitability. Knowledge sharing and collaboration, particularly in the engineering and testing environment, are crucial to informed resource allocation.*

| 1: Research and Development | 2: Purchasing and Supplier Mgmt. | 3: Manufacturing Operations Mgmt. | 4: Marketing | 5: Sales, Service, and Customer Relationship Mgmt. | 6: Maintenance and Repair Operations | 7: Operations and Administration |

Solution: Technical Publications

A Government Military Organization

"Our unified systems manual solution fully leverages all the capabilities of Documentum. It enables us to provide customized technical network documentation to every ship in the fleet—and it has obvious commercial applications."

Project Architect—Defense, Logistics, and Intelligence

The mission of this military command center is to provide the armed forces with knowledge superiority by developing, delivering, and maintaining effective and integrated systems for command, control, communications, computer, intelligence, and surveillance.

Documentum VDM technology means that a unified systems manual can be automatically customized to a specific ship and network configuration.

Challenge

To provide integrated logistics assistance to the Navy's in-service fleet of 300 ships, this command center (CC) was faced with an enormous content management challenge. The Navy was very reliant on paper technical manuals. There were more than 1,000 manuals supporting network operations that varied by ship and featured a traditional chapter/paragraph structure. The CC wanted to create a single, electronic systems manual based on XML that could be configured on the fly for a specific ship, job, and task. To do this, the manual would need to accommodate a highly complex IT environment that spanned the globe while coping with very sophisticated yet disconnected field operations.

Solution

Using Documentum, the CC created a unified systems manual (USM), which relied heavily on Documentum virtual document management (VDM) and XML capabilities. Two document type definitions (DTDs) were created to categorize all network documentation. Component product documentation data included all software network components. System-level document data encompassed integrated network functionality. XML chunking and a custom document architecture enabled the USM to be configured by system and navigated by description, job, duty, task, procedure, and step. Context-sensitive help was made available at every level. The USM system is accessed worldwide through Documentum Webtop by more than 500 users.

Results

Documentum VDM technology and context-sensitive processing generate the USM dynamically and customize it to a specific ship and network configuration. This significantly improves accuracy and ensures that all ships within the Navy fleet have immediate access to up-to-date technical information. Documentation that once took many weeks to revise, copy, and distribute can be accessed and downloaded online at any time. Changes to any part of a USM can be published and made available as soon as they are approved. In addition to achieving time savings, improved accuracy, and real-time access, the control center estimates that physical distribution costs for systems manual content have dropped by more than 50 percent.

Recommended Product Suite
• Documentum Content Server
• Documentum Webtop

Purchasing and Supplier Management: *The procurement process and supplier relationships impact the cost, quality, and delivery of products and services. Giving suppliers access to technical specifications that reside inside the corporate firewall can save an organization time and money.*

| 1: Research and Development | 2: Purchasing and Supplier Mgmt. | 3: Manufacturing Operations Mgmt. | 4: Marketing | 5: Sales, Service and Customer Relationship Mgmt. | 6: Maintenance and Repair Operations | 7: Operations and Administration |

Solution: Supplier Portal

A Market Leader in Global Aviation

"Documentum has enabled us to standardize on a single document management platform, which streamlines all of our design and product processes. Our cycle time for documentation review has decreased by 75 percent."

Director of Knowledge Management

This company is one of the major players in the global aviation industry with €3.30 billion in sales and more than 11,000 employees. With a presence in over 70 countries across 5 continents, it serves fighter jet and executive aircraft markets with aircraft design, engineering, and production.

Documentum ensures that only authorized personnel have access to the aircraft design documents while supporting more effective collaboration.

Challenge

With thousands of military and civilian planes in service, and demand increasing for its new aircraft, this company needed one reference base for all its documentation. It also wanted to reduce documentation management costs by consolidating disparate electronic document management systems (EDMSs) on one platform. The company envisioned a solution that would facilitate knowledge sharing, support project teams, integrate with its existing IT infrastructure and enterprise applications, and enable compliance with the ISO 9002 certification standard.

Solution

The company implemented a Documentum EDMS, the foundation of which was a repository that could store and provide access to documents managed and controlled by other systems such as the company's product lifecycle management system. The solution also provided basic document management functions including check in/check out, workflow, and full text and data search, as well as document viewing and editing through an intranet. Documentum was easily customized to accommodate specific aircraft model design and manufacturing processes. For one of the firm's corporate jets, four lifecycles and three workflows were created to match the

production process and ensure the review, approval, and acceptance of all documents. Access control lists ensured that only appropriate personnel had access to this model's documents and also enabled critical information sharing through a secure supplier portal and partner extranet.

Results

With Documentum, the time required to distribute, review, and approve critical technical documents has been reduced by 75 percent. The company has also reduced the cost of EDMS maintenance, which had been steadily increasing before consolidating document management on Documentum. The solution makes it much easier for staff to maintain an in-depth knowledge of multiple projects because document search and retrieval is significantly faster. In addition, Documentum streamlines information sharing between the organization and its partners and suppliers while maintaining robust security.

Recommended Product Suite

- Documentum Content Server
- Documentum Content Rendition Services
- Documentum Content Intelligence Services
- Documentum Content Distribution Services

Manufacturing Operations Management: *When information flows seamlessly across the content value chain, the results are better utilization of resources, lower inventory costs, higher product quality, fewer defects, and reduced time to market.*

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Solution: Quality Specification Management

Pratt & Whitney

"At Pratt & Whitney, SAP and Documentum have made our quality notification system support faster decision-making, increase efficiency, ease compliance, and deliver substantial cost savings."

Merri Fox, Document and Data Management Specialist, Pratt & Whitney

Pratt & Whitney, a division of United Technologies Corporation, is a Fortune 100 manufacturer of aircraft engines, space propulsion systems, and industrial gas turbines. The company's engines power both commercial and military aircraft; more than 20,000 times a day, a Pratt & Whitney-powered airliner takes flight somewhere in the world.
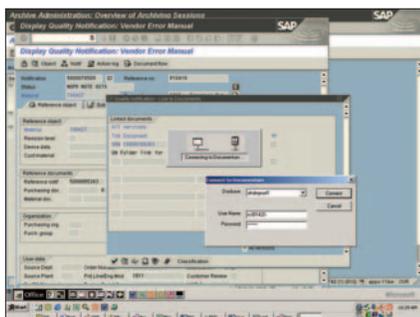
The Documentum-SAP solution helps Pratt & Whitney avoid penalties for missed contract deadlines, reduce manufacturing downtime, and minimize storage costs for unused materials.

Challenge

Several years ago, Pratt & Whitney standardized on SAP for enterprise resource planning. Nevertheless, it continued to use manual processes to manage and distribute large volumes of unstructured content such as digital photos, scanned images, and CAD drawings. This was particularly ineffi-cient in the quality control area. For example, when parts were rejected by quality inspectors, numerous depart-ments including manufacturing, produc-tion planning, and program management received a quality notification (QN) through SAP. But to respond quickly to these notifications and avoid costly manufacturing delays, supporting docu-ments needed to be available on demand.

Solution

To increase efficiency and deliver rapid access to critical information, Pratt & Whitney integrated Documentum with SAP. As soon as an inspector identifies a quality issue and creates a QN in SAP, a corresponding folder is created in Documentum. The folder and its content are automatically linked to the QN within 30 minutes and are made available to those who are part of the review process. With a few clicks, SAP users can collect, securely store, find, and easily retrieve unstructured content linked to a QN such as vendor e-mails, calibration

records, material specifications, and digital images. Original drawings are cross referenced to QN content, which enables in-depth analysis. QN content is available instantly to engineers, materials specialists, manufacturing planners, and shop floor managers.

Results

As many as 5,000 employees have access to QNs through the SAP-Documentum integration, with about 2,000 authorized to contribute content. Leveraging a cen-tral repository of critical information directly linked to quality notifications, Pratt & Whitney can address and resolve quality issues much more quickly. The QN solution helps the company avoid penalties for missed contract deadlines, reduce manufacturing downtime, mini-mize storage costs for unused materials, and quickly assess the feasibility of reworking rather than reordering faulty parts. It also eases the process of demon-strating regulatory and contractual compliance to government and private-sector customers.

Recommended Product Suite

- Documentum Content Server
- Documentum Content Services for SAP
- Documentum Content Rendition Services
- Documentum eRoom Enterprise

Marketing: *To grow market share and increase sales in a global economy, companies must put a premium on information regardless of the product from internal components or new aircraft to complete weapons systems. Accurate demand forecasting, precise market evaluation, and custom proposal generation require sophisticated use of content across the enterprise.*

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Solution: Website Management

McKechnie Aerospace

"With Documentum, we are able to maintain brand consistency and still differentiate solution offerings throughout our 12 websites. Publishing and updating content is easier than ever and the number of visitors has markedly increased."

Lorraine McKay, Director of Information Technology, McKechnie Aerospace

McKechnie Aerospace provides advanced aerospace components, related systems, engineering solutions and onsite service for the worldwide commercial, business, and military aerospace industries. The company's advanced components and subsystems deliver the world's best performance and lowest total cost of ownership over their lifetimes.

McKechnie increased website traffic by 600 percent in only 5 months.

Challenge

McKechnie and each of its 11 business units had separate websites with no consistent branding. Visitors, including engineers conducting product research, had no way of knowing that the websites were part of the McKechnie family. The company's websites were also static, failing to provide the most current information to engineers and customers. McKechnie wanted to launch 12 interconnected sites, powered by rich, relevant content from a single global repository. It also wanted to empower content owners, rather than IT staff or outside developers, to update content and enable business units to maintain their own websites.

Solution

McKechnie chose Documentum for its Web content management solution and launched 12 websites in June 2001. The solution is used by 30 employees, including content contributors and managers across all of its business units.

Documentum workflow streamlines the content creation and review process while ensuring that all information has been approved before it is published. Each of the 12 websites has its own workflow, with final approval residing at the company's headquarters. Custom

templates maintain consistent branding and look and feel across all sites while allowing each business unit to differentiate its product offerings. Documentum Web Publisher enables templates and workflows to be modified as business requirements change.

Results

Traffic to company websites increased by 600 percent in only five months after the deployment of Documentum. Now McKechnie employees can quickly and efficiently publish Web content that is fresh and accurate. As a result, the company no longer hires contract developers at $225 per hour to do routine content updates. Hundreds of updates can be done in minutes instead of hours—reducing site maintenance costs substantially. Workflow has also eliminated hours of time-consuming phone and e-mail communication from the content review and approval process. With Documentum, the company is strengthening its brand while increasing customer satisfaction and attracting new business.

Recommended Product Suite
• Documentum Content Server
• Documentum Web Publisher
• Documentum Site Caching Services

Sales, Service, and Customer Relationship Management: *New sales opportunities, renewed contracts, and after-market revenue all depend on skillful management of customer relationships. Access to critical information, such as the on-time closure rate for service issues, supports programs that aim to strengthen these relationships over the long term.*

1: Research and Development	2: Purchasing and Supplier Mgmt.	3: Manufacturing Operations Mgmt.	4: Marketing	5: Sales, Service, and Customer Relationship Mgmt.	6: Maintenance and Repair Operations	7: Operations and Administration

Solution: Customer Portal
Lufthansa Technik

"We chose Documentum because it provided the broadest range of content management functionality and integrates seamlessly with the BEA WebLogic platform. By building on Documentum and BEA, we have a reliable, scalable, and extensible foundation for the future."

Frank Luka, Information Technology Project Manager, Lufthansa Technik

Lufthansa Technik is the world's largest provider of technical support services for aircraft. The company provides repair and maintenance of airplanes, engines, electrical equipment, and components. Among its customers are more than 370 airlines, including those of the Lufthansa group.

A customer portal built on Documentum and BEA provides Lufthansa customers with real-time information at their fingertips.

Challenge
Realizing the importance of serving customers efficiently over the Internet, Lufthansa Technik created nearly 30 customer websites with customized applications that enabled basic functions such as viewing order status and technical documentation. Although there was a single point of entry for all users, interaction between application servers made the system unstable. Customers were often frustrated and IT support costs were high. Updating site content was also slow and expensive because the company relied on outside Web agencies. Lufthansa knew it needed to provide a faster, more reliable Web experience with more up-to-date content—and do so more efficiently.

Solution
Lufthansa chose Documentum and BEA WebLogic to support a dynamic customer portal that would provide easy, 24x7 access to information. Documentum enables portal users to create, locate, review, revise, and publish content securely and reliably with no reliance on outside agencies or internal IT staff. It also facilitates information reuse—content created anywhere in the organization can be leveraged by Documentum for the portal. Thanks to security and metadata models the portal recognizes users and their roles as they

log in. Customers can view the configuration of an aircraft and its maintenance timetable, check the status of repair and engineering change orders, or view component reliability reports. Geographically dispersed employees use the portal to gather information for maintenance and repair tasks or to view service bulletins, engineering orders, and aircraft configuration data.

Results
The Documentum-BEA portal has enabled Lufthansa Technik to deliver a high level of customer service while accelerating access to maintenance and repair documents, eliminating outside Web agencies, and reducing the amount of printed documentation. The resultant drop in operational and IT costs will generate a projected 12 percent ROI over the next 5 years. The company is also turning to Documentum to manage technical maintenance documentation by building powerful workflows that allow system engineers to contribute, edit, and approve this content and make it available through a variety of devices including PDAs.

Recommended Product Suite
- Documentum Content Server
- Documentum Web Publisher
- Documentum Site Caching Services
- Documentum Content Services for BEA WebLogic Portal
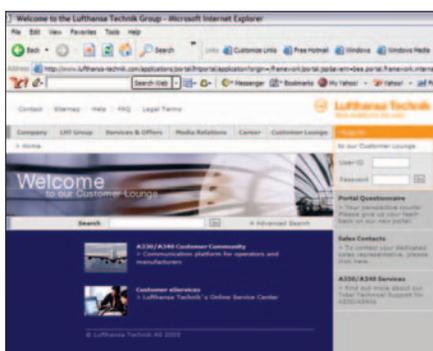
Maintenance and Repair Operations: *Managed properly, maintenance and repair can be revenue contributors. Mismanaged, they damage profitability and invite increased regulatory scrutiny. Streamlined access to information enables maintenance and repair personnel to reduce errors and improve performance measurement.*

1: **Research and Development** | 2: **Purchasing and Supplier Mgmt.** | 3: **Manufacturing Operations Mgmt.** | 4: **Marketing** | 5: **Sales, Service and Customer Relationship Mgmt.** | 6: **Maintenance and Repair Operations** | 7: **Operations and Administration**

Solution: Training
Alteon, A Boeing Company

"Documentum enables us to create highly configured maintenance training manuals and electronic classroom presentations, while retaining complete control of the publishing process and meeting FAA regulations."

David Beyers, Business System Manager, Alteon Training

Alteon Training is a fully owned subsidiary of The Boeing Company. It is the first truly global aviation training company specializing in flight and maintenance training for commercial aircraft with 100 seats or more. Alteon has more than 700 employees in 20 locations worldwide, owns over 70 full-flight simulators, and trains more than 400 operators of large aircraft every year.
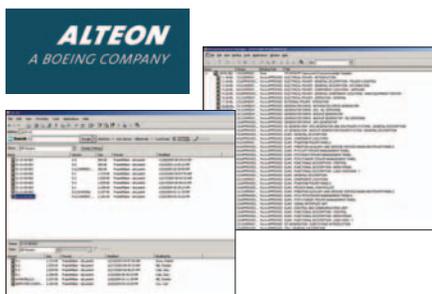
Documentum saves Alteon $2.5 million annually in system maintenance costs as it accelerates publishing.

Challenge
Since 1990, Boeing had used Documentum to manage and publish technical documentation for its aircraft. But by 2000, when the company's training arm became Alteon, the company was facing increased demand for customized training that focused on specific aircraft. To meet this demand, Alteon needed additional functionality that would support just-in-time publishing. Over the years, the application had also acquired a lot of custom code. This had increased staff and maintenance costs to $3 million per year. Alteon wanted to update its system to store, manage, and publish content for all of its training manuals, which included classroom materials and instructor-led and student-paced computer-based training (CBT) courses.

Solution
Alteon migrated all of its technical content to a Documentum repository, indexing the material with the Aviation Transport Association's numeric code to streamline search and retrieval. The solution uses customized Documentum workflows and integrates the repository with Adobe FrameMaker so that content authors can create, edit, and publish training manuals without leaving FrameMaker. Training documents are built to order using Documentum virtual document management (VDM)

technology. For example, content matching the tail number of a specific airplane can be automatically assembled and formatted as a virtual document and then published as a custom maintenance book. Before publication, workflow routes the book through standards review to ensure that it complies with FAA regulations and Alteon's quality assurance program. For classroom presentations, the assembly template enables two electronic versions—one for students that contains book content only and one for teachers with instructor notes.

Results
Alteon's new training solution saves the company $2.5 million annually in system maintenance costs. At the same time, its increased capabilities streamline and accelerate publishing, enabling the company to deliver thousands of courses per year and increase revenue through made-to-order training. The system's flexibility also allows Alteon to demonstrate compliance with outside regulatory authorities, such as Australia's Civil Aviation Safety Authority, when doing business outside the U.S.

Recommended Product Suite
• Documentum Content Server
• Documentum Desktop
• Documentum Content Rendition Services

1: Research and Development	2: Purchasing and Supplier Mgmt.	3: Manufacturing Operations Mgmt.	4: Marketing	5: Sales, Service, and Customer Relationship Mgmt.	6: Maintenance and Repair Operations	7: Operations and Administration

Solution: Technical Publications and Support

United Space Alliance

"Documentum has cut our publication cycle time while improving data security and providing automated Web access to up-to-date Space Station procedures by ground crews, onboard flight crews, and International Space Station partners."

Patricia Holmes, Project Leader, United Space Alliance

Headquartered in Houston, Texas, United Space Alliance (USA) is one of the world's leading space operations companies. Established in 1995, it is equally owned by Boeing and Lockheed Martin, is NASA's primary contractor for the Space Shuttle, and provides operations services for the International Space Station.

Documentum helps the United Space Alliance reduce publishing time by 85 percent while meeting a zero-error threshold.

Challenge

Within USA, the Systems Operations Data File (SODF) group creates, prepares, and publishes procedures used for Space Station training, simulation, and flight. At flight time, an average of 40 procedures books must be published electronically and in hardcopy. USA's previous, manual system for managing procedures could not keep up with the increased demands as a flight approached. Files were prone to being misplaced or overwritten, and errors occurred when posting files to the Web. The company wanted a Web-based solution that featured zero-error accuracy and a scalable repository, automated processes, and improved security.

Solution

USA called on Imagitek, a Documentum Signature Partner, to deploy a solution that leveraged Documentum to streamline the procedures management process and shorten publication cycle time. SODF personnel at various NASA and international partner locations can use the solution through a Web interface that defines access privileges based on role and function. The solution employs Documentum virtual document management (VDM) technology and workflow to assemble procedures in the correct order and move the composite document through all the stages preliminary to publication. Documentum is also integrated with a publishing application from another Documentum partner, CDC Solutions, which coordinates publication-specific tasks and publishes a PDF rendition of the procedures book from the virtual document.

Results

Early results for the solution have been impressive. For example, the Environmental Control and Life Support System procedures book would normally take 15.5 hours to assemble and publish in hardcopy. With Documentum that time was reduced to just over one hour while meeting the zero-error threshold. Meeting the zero-error requirement is critical because even small errors can have life-threatening consequences. Documentum also ensures that on-board Space Station personnel and support staff on the ground, such as NASA flight controllers, are referring to identical content, which is essential for trouble shooting during emergencies.

Recommended Product Suite

- Documentum Content Server
- Documentum Site Caching Services
- Documentum Webtop

Operations and Administration: *In aerospace and defense, efficient business processes require a sound understanding of underlying technical issues. That means information must move with equal ease upstream and downstream along the content value chain.*

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Solution: Corporate Compliance
United Airlines

"Documentum eases our compliance burden, saves time, and makes it easy to find and access critical documents such as service bulletins from our OEMs and FAA directives."

Robin Wilen, Manager Applications Development, United Airlines

United Airlines is the second largest air carrier in the world, with 3,400 daily flights to more than 680 locations around the globe. United's 65,000 employees worldwide bring people together safely, conveniently, and efficiently more than 1,800 times a day.

Documentum ensures that airworthiness directives are accessible simultaneously in all engineering locations.

Challenge

The airline maintenance business is tightly regulated by the Federal Aviation Administration (FAA) and is extremely paper intensive. United had millions of pieces of paper circulating between its maintenance base in San Francisco and 16 line stations. The company's engine shop had 73 library locations containing over 16,000 binders of paper documents that needed to be distributed, reviewed, and verified. Keeping this paper compliant with FAA guidelines required an enormous amount of time and manpower. United wanted to maintain compliance while gaining better control over versioning, improving the legibility of documents used in the field, and providing secure access to maintenance documents over the company intranet.

Solution

United deployed two solutions using Documentum. The first provides electronic access to engineering inspection documents (EIDs) stored in the Documentum repository. It allows inspectors to access these documents over the United intranet from any PC located on the shop floor. The second solution, called technical document routing slip (TDRS), manages the routing of externally generated documents such as airworthiness directives from the FAA. TDRS uses Documentum workflow to make sure that these documents are routed, reviewed, and evaluated by the appropriate parties within United's engineering community.

Results

Documentum substantially reduces the time required to maintain United's engineering libraries and the direct costs of printing and distributing hard copies. In addition, the EID and TDRS solutions ease United's efforts to remain compliant, which was difficult with a paper-based system. The TDRS system shortens the cycle time for review of bulletins and directives, such as the one mandating reinforcement of cockpit doors following the September 11 attacks. It also ensures that these directives are accessible simultaneously in all engineering locations and enhances United's ability to operate in a regulated environment. With Documentum, the release of these critical documents is controlled by an automated process, which reduces the probability that their distribution will be inadvertently delayed.

Recommended Product Suite
- Documentum Content Server
- Documentum Web Development Kit
- Documentum Desktop Client
- Documentum Content Rendition Services
- Documentum Content Intelligence Services
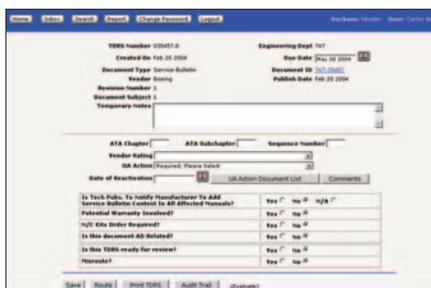
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Solution: Corporate Portal

Airbus

"Documentum eRoom made an immediate impact in our ability to support efficient collaboration within and outside the organization. It is a perfect complement to our portal strategy."

Antoine Scotto d'Apollonia, Head of Integrated Business Airbus Portals, Airbus

Based in Toulouse, France, Airbus is a division of the European Aeronautic Defense and Space Company (EADS) in joint venture with BAE Systems. The company is a leading aircraft manufacturer, with a product line that includes 12 aircraft models and accounts for more than half the in-service airliners of more than 100 seats. Airbus has over 45,000 employees working mainly at sites in Germany, France, Great Britain, and Spain.

Documentum eRoom is directly integrated into key Airbus business processes, decreasing project cycle time, minimizing rework, and reducing information distribution from days to minutes.

Challenge

Airbus makes extensive use of portal technology to work with three different groups: the air transportation community (airlines and legal authorities), worldwide suppliers (subcontractors and forwarders), and employees and on-site subcontractors. The company's portals promote cultural integration, enable process optimization, and facilitate information systems harmonization. Nevertheless, as Airbus portals gained popularity, obstacles to efficient collaboration emerged. There was no common repository for project content or a systematic way to define team members. Action lists and project documents were scattered across individual desktops. And version control was a constant challenge. Time lost in redundant communication and spent searching for current data also made it difficult for teams to react quickly to changing circumstances.

Solution

To improve collaboration, Airbus integrated Documentum eRoom into its portal infrastructure. eRoom is a Web-based application that is easy to learn and use. It offers persistent availability, a central repository for deliverables, concurrent review and editing, and discussion and voting capabilities that enable decision making in a common area. The company established administrators within functional areas, as well as a centralized team of experts, to write business requirements for enhanced functionality, ensure consistency between business requirements and eRoom scope, monitor usage, define standards, and map business processes within eRooms. These administrators formed the core of the eRoom business support team, which along with the technical support team, was responsible for a successful deployment.

Results

Airbus has four eRoom servers available to portal users—two on the LAN for employees and onsite subcontractors and two on a Demilitarized Zone (DMZ) for suppliers and customers. There are more than 1,400 eRooms available with 12,000 active users. eRoom is directly integrated into key Airbus business processes, decreasing project cycle time, minimizing rework, and reducing information distribution from days to minutes. eRoom has also delivered direct cost savings in reduced travel and lower media expenses for burning and circulating CDs. The company plans to integrate eRoom with document management, advanced Web conferencing, and other functionality in the future.

Recommended Product Suite
- Documentum eRoom
- Documentum eRoom Enterprise

Documentum—The Solution of Choice for Companies in Aerospace and Defense

For defense contractors and aerospace companies to increase efficiency, boost revenue, and compete effectively in a global marketplace, they must put a premium on leveraging knowledge assets. That's why these organizations rely on Documentum. Award-winning Documentum solutions unite content across business areas from research, purchasing, and manufacturing to maintenance and repair, sales, and service. When you need an information edge, you need Documentum. To learn how Documentum can deliver improved business performance to your aerospace or defense enterprise, visit us online at www.documentum.com or call 1.800.607.9546 (outside the U.S.: +1.925.600.6754).

For more information about Documentum, visit www.documentum.com or call **800.607.9546** (outside the U.S.: +1.925.600.6754).

About Documentum

Documentum, a division of EMC Corporation, provides enterprise content management (ECM) solutions that enable organizations to unite teams, content, and associated business processes. The Documentum set of integrated content, compliance, and collaboration solutions support the way people work, from initial discussion and planning through design, production, marketing, sales, service, and corporate administration. With a single platform, Documentum enables people to collaboratively create, manage, deliver, and archive the content that drives business operations, from documents and discussions to e-mail, Web pages, records, and rich media. The Documentum platform makes it possible for companies to distribute all of this content in multiple languages, across internal and external systems, applications, and user communities. As a result, Documentum customers, which include thousands of the world's most successful organizations, harness corporate knowledge, accelerate time to market, increase customer satisfaction, enhance supply chain efficiencies, and reduce operating costs, improving their overall competitive advantage.

A Partial List of Customers in Aerospace and Defense

Bombardier Aerospace	Messier-Dowty	All Nippon Airways
Delta Airlines	China Southern Airlines	United Space Alliance
EADS	Northrop Grumman	Cathay Pacific Airways
Airbus	Scandinavian Airlines	US Airways
Frontier Airlines	Continental Airlines	Space Systems/Loral
Honeywell	Snecma	Embraer
Japan Airlines	Alteon	Pratt & Whitney
Lufthansa	Lockheed Martin	American Airlines
McKechnie Aerospace	Sonaca	Smiths Aerospace
British Aerospace	United Airlines	Dassault Aviation

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