DOCtech
Document Management Technology Ltd

International Jetclub Ltd.

Case Study

International Jetclub Ltd. – Flying High with DocuWare

Private aircraft operator, International JetClub Ltd., realised that if they could reduce their data processing time, they could lower costs and improve reliability - thus create room to grow.

The fleet, managed and operated out of the UK but working on a global basis, includes a variety of aircraft ranging from the Hawker 800 to the long range Gulfstream G550. The owners (High Net Worth Individuals), have high expectations and do not want any delays when it comes to getting onto their own aircraft.

International JetClub manages andoperates a unique fleet of aircraft ona global basis, specialising in providingadvice, management and sales solutions for private individuals and companies who own or are prospective owners. Services range from identification of the most appropriate aircraft type, valuation and purchase negotiation, selection and recruitment of flight and cabin crew, project management to handle all aspects of the acquisition, operation and organisation of upgrades and interior refurbishments.

The Task

The new solution had to meet several requirements to ensure the safety of aircraft and passengers. Document legibility was critical, as sometimes faxed copies are difficult to read. Anautomated method for managing digital files needed to be affordable, scalable and easy to use, so as not to lose any valuable time. In addition, JetClub needs to document and record every single aspect of its operation, as airplanes must be maintained to meet stringent international regulations.

Several employees must generate, store and retrieve the documents needed to produce the final flight protocol in the new system. Input is generally managed by user in various departments. Output consists of releases that need to be visible to authorized users or employees. This means mechanics, pilots, airline crew and management need access to the document archive. Everyone should be able to enter modifications frequently and in any order.

While operational and accounting documents would be available to all personnel, other documents were to have restricted access to maintain confidentiality and security of information. Airplanes are checked on-site, therefore flight crews need access to flight plans, logs and inspection records before the planes can operate. Carrying files to the tarmac was going to become a thing of the past! With over 1100 suppliers, all disbursement files, including about 60 received invoices and 300 faxes in a single day, were to be archived immediately by flight, aircraft or owner and found with a touch of a button. Even the customers – the aircraft owners – needed to be able to check on costs, flight histories, status of delivery, etc., to keep a breast of current expenses that are incurred to operate the craft.

The Task

- One centralized document pool
- Ability to modify and track records
- Information is immediately available to key employees
- Easy connection to interface

The Solution

A solution for an aircraft operations company proved to be a challenge because the storing of documents is quite different from other business or manufacturing organisations. The names of the archives, baskets, Search and Store Dialogs were determined during a brainstorming week-end. In general, archives were set up for each airplane; baskets were set up by whether or not they were faxes, e-mail, scans etc.; and Search and Store Dialogs were created with index fields such as "Owner of Aircraft", "Flight Folder" and terms like "Aircraft Regulation".

Now, when mail comes in, a barcode label is applied and then scanned. The barcode simply identifies the document date and sequence number. Critical documents are coded to specific flights. The interface, the Valley T-system, a programme that allows users to check their archives over the Internet was specifically written for JetClub and now easily connects to DocuWare allowing access to records from anywhere, worldwide.

Employees and clients register to receive their own passport, granting them access to International JetClub's information through the Internet anytime and from anywhere. Now changes inflight schedules can be communicated to the pilots in any time zone via the Internet – right up to the scheduled departure time.

Implemented Modules

- Active Import

Implementation took place within days and immediately delivered the planned benefits. The team was trained in approximately 4 days using eLearning and individual tuition. Three administrators now manage 60 users, of which 15 are assigned to one scanner (Canon IR2200) and now work specifically with the solution to handle all disbursement files for JetClub.

Invoices for outsourced orders constitute the majority of documents coming in, while overflight invoices are the second in volume. The systemis now running 24/7 and all staff – including maintenance personnel and 45 pilots who have access to the JetClub document pool from any part of the world via the Internet – use DocuWare as part of their normal working day.

The Benefits

Since implementing the DocuWare Solution, the authorisation, approval and distribution process for routine maintenance advisors is no longer time and labour-intensive, now, that an automated workflow is in place to improve reliability. Murray Law, International JetClub Director, states: "Because JetClub is an international business, operating in all time zones, DocuWare has given us a dramatic improvement in document transmission security – from the centre to our crew members down route. Also, it dramatically reduced our fax costs in the process, but security of information was the most important and real benefit for us."

The Benefits

- All disbursement files are recorded
- Not all documents are accessibleby all
- Worldwide access
- Document Security
- Operational cost savings due to time savings

"Accessing documents used to be anightmare," adds Law, "and gathering misplaced paper records can result in costly flight delays. Our filecabinets were overflowing with files: just imagine each purchase order having multiple copies and the large number of purchase orders needed simply to maintain an aircraft." Today, the entire bank of physical file cabinets has been removed – only a few papers and files remain on employee desks but are discarded soon after a flight is completed. No employees were added to control documents, despite an everincreasing fleet.

Increased transparency has been a boon to management. It has helped them limit the risks of fluctuating costs and plan their resources for scheduled flights. Comprehensive aircraft management records based upon a customer's operational requirements are all archived according to a unique customer number - particularly impressiveto clients since they too can logon to review their own information. The aircrew also has immediate access online to their expense claims and no longer need to keep their own records.

A 24/7 Electronic Bulletin Board in DocuWare has become a major communication medium for many employees in place of individual e-mail. The integrated security tracking system enables an administrator to see who has read what and when each item has been viewed. And at year-end, the auditors also appreciate the transparency, since every ledger invoice is instantly available-, reducing the audit discoveryprocess and associated costs.

Conclusion

JetClub Director, Murray Law, is elated: "Since using DocuWare we have had dramatic improvement in document transmission security. At the same time, we were able expand the fleet from three aircraft to 13 – and are still growing." An example: another office was opened, where employees also have full access to the historical records and documentation stored at headquarters.

International JetClub has been enjoying the benefits of DocuWare now for 6 Years. The cost of their solution was recovered in just one month. The system's scalability has allowed it to easily grow with JetClub, as it has become aninternational aircraft operator flying to over 200 different destinations each year. One can say with certainty: the investment was well worth it.

"We continually find new ways of using DocuWare beyond what we had envisaged. For the most part, we have added on improvements without any significant cost once we had the system running. We know that we are still only using a small part of what the whole system is capable of. Looking forward, we have some significant further extensions of the system to make, which will give us among other things improved security and monitoring of information in the business."

Murray Law, Director, International Jetclub

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