

Lockheed Martin Air Traffic Management

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Background

- Based on a customer site at the London Area Control Centre in Swanwick near Southampton.
- The Swanwick centre is responsible for UK airspace for the London Flight Information Region.
- Operational since 27th January 2002

Customer Requirement - Business Issue

The customer had a number of business issues prior to choosing an Electronic Document Management supplier:

- All documentation must be digitised by 2002
- System must be scalable to handle growing archive
- Documents must be secure – accessible to authorised users
- The system must mimic the current physical filing system
- The documents must be retrievable remotely
- The system must be simple to administer - carried out centrally
- The system must be familiar to users – negating the need for extensive user training
- Document revision control, check-in/check-out and audit trails are a necessity

Requirement Analysis

“The nature of the project is paper intensive”

1. Volumes of paper files had reached a point where not only were they becoming difficult to manage but also the space taken up was excessive.
2. Factors including physical filing, cost, employee access and floor space were a consideration.
3. Issues of document security and audit trail existed.
4. Contractual obligations meant that all documentation had to be maintained and available currently, and for a period after contract fulfilment.

Document Workflow

- Paper documents previously stored in large filing cabinets.
- Manual filing/retrieval was time consuming.
- If a paper document was required, there were several stages involved:
 - Users request document
 - Authorised access permissions checked
 - Database administrator to go and retrieve the physical document
 - A copy was taken
 - Original document was re-filed
 - The copy was distributed to the engineer
- If digital copies were available, they were accessible from a shared network drive to authorised users.

Solution Delivered

The proposed solution had to be upgradeable/customisable & integrated with existing insurance systems.

Initially, all paper documentation was scanned to PDF [text & image] and stored on D media. This encompassed over 1.5 million images.

The **DOCotreasury** system was installed with 3 full administrative clients and 100 rich web clients.

Data from the CD's were transferred automatically to the **DOCotreasury** system.

Ongoing data input is provided through the a multi-page Ricoh scanner.

New Processes

- The requisition process is streamlined and easy to administer.
- Any system user, with permissions, can quickly retrieve files based on either the associated indices or any text within the documents from the desktop.
- Users can retrieve and view up to 280 different file formats without the need for a native application.
- Users can search for information contained in any number of documents.
- No longer a requirement for the user to know specific properties such as document control number or title.
- Revision Control and Check-In/Check-Out have enhanced processes.
- Multiple, concurrent users can view the same document(s) enabling collaborative working.
- Audit trail can be used to monitor events and amendments made to documents and established data for archiving purposes.

Benefits

- Fast and efficient access to digitised files from the desktop.
- Reduction in administrative steps required managing the repository.
- Enhanced document security.
- Negated the need for on-site storage.
- Enhanced management of documents.
- Thin-client, web-based solution is easy to administer.
- Ease of use ensures maximum system utilisation.

Why the system was chosen?

- Would meet the requirements with a minimum of customisation.
- Automation of data transfer – manual transfer would have taken up to a year.
- Ease of use and Installation – simple, efficient and common user interface negating prolonged training periods.
- Maintenance and support – immediate response levels were required and supplied.

*“The review team felt that **DOCOSOFT** was the best solution for our requirements”*

Mac Ringelberg – UK Infrastructure and Lab Engineering Manager