Leonardo S.p.A. Digitizes Documents

"Rigorous management of documentation is essential to safety in aeronautics. Now we no longer have to worry about helicopters being stranded on the ground for want of the proper documents."

– Luca Maragnani, Head of Material Service Delivery, Leonardo S.p.A.

ABOUT LEONARDO S.P.A.

Leonardo S.p.A. is a global high-tech aerospace, defense and security company. They have more than 46,000 employees and provide strategic solutions in sectors including helicopters, aeronautics, unmanned systems, defense and security electronics, defense systems, and satellite systems and services.

CASE STUDY SNAPSHOT

The Challenge

- Document-heavy processes slowed spare part identification and shipping

- Inefficient document management hindered aircraft-on-the-ground (AOG) situation resolution

The Solution

- Xerox® DocuShare® Platform

- Xerox® multifunction printers integrated with Leonardo's enterprise resource planning (ERP) system

The Results

- 80% reduction in time spent searching for documents

- Accelerated document processing and access

- No danger of documents slowing AOG situation response

- Improved quality of metadata extracted from the ERP system via optical character recognition

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CHALLENGE

Whether they're military or commercial organizations, the customers of helicopter company Leonardo can't afford to have their helicopters on the ground when they should be flying.

Leonardo's Customer Support & Services organization may have only hours to resolve an aircraft-on-the-ground (AOG) situation for a customer. It can't afford to be held up by inefficient processes. That's why its Material Services Delivery division, located in Lonate Pozzolo, Italy, decided it needed to tackle the vexing problem of document management.

The division manages the distribution of spare parts for Leonardo's fleet of helicopters. Every component is subject to rigorous airworthiness checks, signified by official certifications. Together with other information such as test reports, log cards, invoices and transportation records, these form a set of documents that is essential to the proper management of every part. When a part needs to be shipped, it's vital to be able to locate the relevant documents as quickly as possible.

SOLUTION

Xerox started by analyzing the types and volumes of documents acquired and generated by the Material Services Delivery division; and the associated costs. Then the Xerox team worked with Leonardo to re-engineer the document workflow to improve efficiency and reduce costs.

The new process utilizes Xerox® multifunction printers (MFPs), which the Xerox team integrated with Leonardo's enterprise resource planning (ERP) system and with the Xerox® DocuShare® Platform.

When the Material Services Delivery division receives a new part, it produces a bill of material (BoM) from its ERP system. The BoM, which has a unique identifying barcode, is immediately scanned together with all the part's documents using a Xerox MFP. The MFP uses the barcode to query the ERP system and retrieve a set of metadata for the part. A user checks the scanned documents and associated metadata before they are uploaded to DocuShare.

With part documents in a digital repository, users can search DocuShare to quickly find the needed documents whenever Leonardo needs to ship a part.

RESULTS

A significant benefit is the time Leonardo saves in processing and finding vital documents. There's no longer a danger that documents will hold up a response to an AOG situation. From scanning to document upload, it can take less than a minute to process an average of six pages. The quality of metadata extracted from the ERP system is better than it was previously, thanks to the use of optical character recognition to extract metadata. As a result, it takes 80% less time for users to find the documents they need.

Leonardo intends to extend the Xerox solution to other areas of its business. To make this easier Xerox has defined a "base module" for the solution, which gives a fixed price per year for a specific combination of MFPs, licenses and professional services required to implement the solution.

This gives Leonardo an efficient and secure centralized solution that can be rolled out in a distributed manner to different operational areas. It's an ideal way for the company to support the integrated logistics strategy that is central to the success of its business.

XEROX® DOCUSHARE®

Xerox® DocuShare® is the easiest way to digitize, automate and manage your business content and processes whether on-premise or in the cloud.

Whether you have 10 employees or 100,000, this mobile-friendly, intuitive, cloud-enabled enterprise content management platform has the tools to help you start working better today.

Learn more at **xerox.com/ecm**

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