



### **Business Profile**

Client is the world's largest provider of aviation training services. With 43 Learning Centers in the U.S., Canada, France, and the U.K. and over 230 FAA-certified flight simulators, training more than 75,000 aviation professionals annually in general, commercial, and military aviation.

### **Industry**

Aviation

### **Geographies**

Headquartered in New York, NY

### **Business Solution**

Courseware and Quality Document Management

### **Solution Highlights**

#### **Products, Technologies**

Enterprise Content Management Platform  
Digital Asset Management

#### **Media Transformation Services Size, Scope**

1 content server, 1 app server  
1 docbase  
3500+ users  
~10K documents at Go Live

*Improved Document Security and Management of Revision Processes; Increased Accessibility to Critical Documents*

### **Challenges**

The client used a static web solution to disseminate courseware materials to its instructors and learning centers. The manual processes required to maintain such a site prevented it from being a reliable source of approved materials. Also, its delivery of only published documents offered no control over the creation of courseware content and no means of tracking document progression through the revision process. In order to overcome these challenges, the client wanted to replace its legacy system with an Enterprise Content Management platform that could act as the authoritative source of approved documents and provide a comprehensive set of tools for managing content creation and document workflows.

In addition to replacing the legacy system, the client wanted to utilize a sophisticated document management solution for several other internal document types, which captured product approval and quality management (QMS) information. The client hoped to leverage Documentum's comprehensive toolset in order to apply more robust security to these documents and improve the ability of users to locate documents based on custom attributes.

### **Solution**

The main goal of the Phase I solution was to provide the client with a centralized repository for maintaining their published documents and controlling each document's progression through a well defined revision process. Each specific document type had a corresponding Lifecycle that delineated all of the possible states to which a document could

belong. Utilizing lifecycles allowed the system to move documents to appropriate folders, restrict access to documents based upon specific states and security roles, notify certain groups based upon any lifecycle state change, etc.

Access to documents was also restricted based upon specific roles. General users were only allowed to view PDF renditions of documents, while users with sufficient privileges had access directly to the source. Access to documents was further improved by custom search screens that allowed sophisticated queries to be constructed on custom document attributes. These customizations along with the security model and full text indexing and PDF storyboarding capabilities of the ECM system dramatically increased the client's ability to find documents and restrict access to those documents in a manner commensurate with their business processes.

## **Results**

The new system provided the following benefits:

- Ability to retire an aging system and store critical documents in a centralized repository
- Well defined lifecycle states improved management and visibility of documents during the revision process
- Explicit folder structure for each lifecycle state improved the security model, allowing finer grained access control to documents
- Automated notification of interested/key parties about changes to a document's status
- Customized View functionality allowed all users to view PDF renditions of documents without having access to the source content
- Customized search screens greatly improved ability to locate documents



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