



## “Setting the Standard” – windream in Aviation

### Document management at FCS Flight Calibration Services GmbH, Braunschweig

FCS Flight Calibration Services GmbH, located in Braunschweig (Germany), calibrates navigation and surveillance facilities and performs flight validation for Air Traffic Control (ATC) on behalf of European air navigation service providers. This business requires perfect precision and the highest degree of communicative interaction. The use of a modern and powerful document management system is an important tool for efficiently supporting the achievement of FCS objectives. The company’s business-related information administration requires the same standard of precise and effective work.

#### FCS Flight Calibration Services GmbH – the company

Flight inspection (i.e. the calibration of navigation and surveillance (radar) systems and flight validation of IFR procedures) plays an essential role in the safety chain in air transport and requires the utmost precision, reliability, economy and availability. FCS operates two Beechcraft King Air 350 aircraft equipped with high-end flight inspection systems (FIS)

for this task. Additionally, FCS deploys a Lear Jet 35A aircraft for radar flight testing.

During flight inspection Nav aids (e.g. Instrument Landing Systems (ILS) installed at all major airports) signal-in-space RF data is evaluated in real time. Whilst at work, the flight inspector aboard the FCS-aircraft maintains





constant radio contact with the ground facilities. After completing the inspection he issues a report with an evaluation of the facility.

In common with all commercial aviation operators, FCS runs its business in a heavily regulated environment. Numerous national and international regulations must be observed, these being regularly checked for compliance by the Luftfahrt-Bundesamt (LBA, the German air traffic authority) and the European EASA authority respectively.

Further regulations apply for flight inspection itself. In theory, these are standardised by the International Civil Aviation Organisation (ICAO) in Montreal, however, each national implementation will be different. The internal calibration process of FCS is especially im-

portant – FCS can document the calibration status of its flight inspection systems for any time in the past ten years. FCS is certified according to the DIN EN ISO 9001:2005 norm. A large number of annual audits are regularly carried out within the quality and compliance management system of FCS.

In order to channel all company-relevant information and the immense amount of documentation and data resulting from its business mission and regulatory requirements in a structured manner, FCS Flight Calibration Services GmbH decided to introduce the windream document management system back in 2003.

### The DMS Project

Prior to DMS introduction, the specific requirements of FCS were specified and various document management systems available on the market were evaluated in a pre-project assessment. The main criteria in favour of windream were the minimum introduction risk due to the system's complete integration into Windows, compliance with the requirements of FCS including the support of existing document filing structures and a favourable price/performance ratio.

FCS Flight Calibration Services GmbH employs windream for virtually all the company's documents and information. For this all paper-based correspondence with customers, authorities and suppliers is scanned/

### Key facts:

- Minimum introduction risk due to full Windows integration
- Fulfilment of requirements from the regulated business environment of FCS
- Uncomplicated system handling
- Structural mapping of paper-based archive in an electronic DMS
- Price-/performance ratio
- System performance

processed by OCR and, in the same way as incoming data (such as contract-relevant emails, PDFs), stored in the DMS and distributed electronically via email links to the responsible members of staff. The internal scope of handbooks, guidelines and work orders are version-controlled and archived by windream. Customer's flight inspection reports as well as incoming and outgoing invoices, training documentation, minutes of meetings and presentations can be accessed through windream instantly and directly according to the respective access rights via index or full text retrieval.

Furthermore, since audit reports and corrective action reports from the quality/compliance and safety management system are also managed by windream, there was no need to invest in additional audit management software.

#### **Efficient workflow by simple script programming**

In response to FCS requirements windream GmbH designed a small, seamlessly integrated workflow module for authorisation and release of incoming invoices of which FCS receives about 2000 each year. This workflow module was implemented by simple script programming; additional workflow software is not required. The application includes an interface to the FCS accounting package where creditor data is updated. FCS staff travel accounts are processed in the same manner.



#### **High degree of acceptance in the company**

The electronic DMS enjoys a high degree of acceptance by the FCS staff. The look and feel of windream is virtually the same as „straight“ Windows, and office applications. Users only need to learn a few new functions to handle the DMS, especially for the quick document retrieval. The initial DMS introduction did not require any hardware upgrades as a MS SQL Server was already used for bookkeeping

#### **Smooth ECM evolution with Company Growth**

Windream proved to be an unproblematic component in the context of the further development of the FCS IT systems.



windream-related IT projects that were successfully implemented with little additional effort were the display of receipts within the FCS “Diamant” bookkeeping system, the complete migration of windream to the FCS VM server environment, as well as integration with the “Intrexx Professional” CMS introduced by FCS several years ago. Intrexx relies on windream as a single corporate document repository, thus effectively supporting all administrative and operational FCS processes.



### Efficiency gains through transparency and rapid retrieval

The consistent electronic archiving of commercial and technical documentation including all essential correspondence in an integrated, company-wide windream DMS provides for high transparency and a rapid distribution of information. Productivity gains translated into efficiency gains, reduction of cost and thus make an important contribution to securing competitiveness. Furthermore, windream, as a certified archive system, provides an ideal foundation for FCS to fully comply with legal compliance and documentation requirements in the highly regulated FCS aviation environment.

The rapid and highly beneficial initial implementation and the following smooth system expansion proves that small and medium-sized companies can also profit from the undisputed advantages of a modern and effective document management system such as windream.

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