

A Partner Solution for Aviation

Increasing Efficiency and Consistency of Aircraft Maintenance and Engineering Departments

IBM **Information Management** software



## Enigma, Inc. Technical Document Management and Delivery (TDMD) for Airlines

---

### Partner Solution

---

■ **Target Industry**

*Aviation Maintenance*

■ **Business Application**

*Operations and Service Management*

■ **Products**

*IBM Content Manager V8  
IBM Document Manager*

### Business Challenge

In the airline industry, aircraft uptime and reliability are critical. Airline service departments must perform regular maintenance, often requiring hundreds or thousands of pages of documentation to be processed, tracked and retained for service, warranty and compliance purposes. To maintain a flight-worthy fleet and comply with aviation regulations, these departments also must keep accurate records of configuration changes, parts upgrades and maintenance procedures for each piece of equipment.

To this end, technical personnel require streamlined access to all maintenance information in order to properly service each aircraft. However, this vast amount of maintenance information is often stored in a variety of formats, many of which are not uniform or integrated.

The complexities of content delivery and bandwidth also pose challenges. While maintenance engineering and planning may be centralized, execution of maintenance tasks takes place on the flight line, in a hangar or at a depot. When aircraft engineers and technicians are unable to access the most accurate and up-to-date information, it becomes difficult for them to perform the proper tasks, which in turn negatively impacts productivity, service quality and aircraft uptime and exposes the airline to non-compliance penalties.

### Solution

The Enigma Technical Document Management and Delivery (TDMD) solution is content-driven and leverages IBM Content Manager (CM) and Document Manager to optimize the quality, efficiency and consistency of aircraft and engine maintenance.

Designed to manage, maintain and deliver revisions, engineering modifications, and customer-originated changes (COC), the Enigma TDMD simplifies the integration of updated materials into currently approved aircraft and engine maintenance procedures; improves the distribution of critical service and support information; accelerates aircraft and engine maintenance; and ensures compliance with aviation regulations.

The Enigma TDMD solution dramatically improves access to information required for scheduled and unscheduled maintenance tasks, speeds the release of new maintenance tasks and procedures, and enables maintenance engineering departments to quickly import, edit, review and approve all necessary service documents, including maintenance manuals, service bulletins, temporary revisions and engineering change notices prior to approval for use by aircraft engineers and technicians.

Because the Enigma TDMD only displays information relevant to tasks being performed and the tail number or serial number of the aircraft or engine being serviced, maintenance is efficient and consistent, resulting in more reliable equipment operations and reduced maintenance costs.



Furthermore, the Enigma TDMD solution is easily integrated with ERP, inventory and maintenance scheduling systems, allowing for the creation of customized task cards that provide technical personnel with visibility into the entire maintenance process. The system also documents current repair status so subsequent maintenance work can resume where previous services left off. In addition, collaboration capabilities capture best practices and provide technicians with direct access to appropriate subject-matter experts.

### **Value Proposition**

The Enigma TDMD solution improves the quality, efficiency and consistency of aircraft and engine maintenance; minimizes aircraft downtime; reduces the time required to implement new tasks and procedures; and increases profits by lowering operational costs. With TDMD, an aircraft service department can expect a minimum of 10 percent improvement in maintenance and productivity costs.

TDMD's integrated maintenance system offers enhanced control and management of technical documentation, automatically delivering maintenance procedures to the appropriate aircraft engineers and technicians for improved regulatory compliance.

The solution's user-friendly interface increases the productivity of aircraft engineering and maintenance technicians by streamlining the creation, management, delivery and retention of essential technical documentation. Integration with supply chain management systems provides technicians and maintenance planners with real-time visibility into spare parts inventory, further improving productivity.

### **Company Description**

Enigma is the only software company with a complete suite of products aimed at improving the installation, operation and maintenance of complex equipment.

Enigma creates a dynamic product encyclopedia of service, parts and diagnostic information, captures technicians' expertise and connects to vital corporate systems to manage an optimal service and support workflow.

By turning service and support into business opportunity, Enigma maximizes customers' profits through improved workforce productivity, parts logistics and equipment uptime.

*For more information, please contact:*

*John Snow  
+1 781 265 3636  
JohnSnow@enigma.com*

© Copyright IBM Corporation 2007

IBM  
3565 Harbor Boulevard  
Costa Mesa, CA 92626-1420  
USA

Printed in the USA

07-07

All Rights Reserved.

IBM and the IBM logo are trademarks of IBM Corporation in the United States, other countries or both. All other company or product names are registered trademarks or trademarks of their respective companies.

For more information, visit  
[ibm.com/software/data/cm](http://ibm.com/software/data/cm).

LEARN MORE! View a 6-minute Webinar of this solution:  
[www.ibm.com/software/ecm/partner/enigma](http://www.ibm.com/software/ecm/partner/enigma)

IMX13046-USEN-00