



## Japan Airlines eMRO Platform Maximizes Aircraft Uptime

### Summary

Japan Airlines (JAL) looks for ways to maximize aircraft uptime. Enigma's Aircraft Maintenance Solution delivers critical service and parts information to engineers and mechanics to help ensure safe and effective maintenance. JAL mechanics spend less time finding the right information and more time performing actual maintenance reducing turnaround times.

### Challenges: Properly Maintain Aircraft in an Efficient, Effective Manner

Deliver, to its crew of more than 5,000 engineers and mechanics, real-time access to hundreds of thousands of pages of information, graphics and parts data from maintenance manuals, illustrated parts catalogs, service bulletins and engineering orders to help properly maintain and support its aircraft.

"We are constantly looking for ways to make sure we maximize uptime for every one of our aircraft safely." - Mr. Akira Furuta, Director, JAL

### Solution: Electronically Deliver Maintenance Information to Mechanics

Enigma's [Aircraft Maintenance Solution](#) based on the [Enigma 3C ® Platform](#) delivers critical repair and service information through the web and cd/dvd-rom to JAL's engineers and mechanics for support of five different models of Boeing aircraft.

- Combines Boeing's maintenance information, temporary revisions (TRs) and parts catalogs with JAL's customer-oriented changes (COCs), updated service alerts and the shared knowledge and best practices of JAL's mechanics

- Pulls content from SAP and Documentum systems and integrates this information to provide real-time access to dynamic corporate resources
- Aggregates all types of complex data including SGML/XML, PDF, MS Word, CGM and TIFF
- Delivers information to the web, cd/dvd-rom, networks, intranets and handheld devices
- Integrates with Document Management System to provide full solution for evaluating, authoring, approving and publishing COCs
- Integrates into MRO, ERP and eCommerce systems
- Supports both English and Japanese content and can be accessed through a user interface in either language

"Enigma's technology is what brings all the critical content together, from multiple sources, and creates one intuitive application that our mechanics can use quickly to find the exact information and parts they need to get an aircraft back in action and generating revenue." - Mr. Akira Furuta, Director, JAL

### **Benefits: Improved Service Productivity, Reduced Turnaround Times, Maximized Aircraft Uptime**

Mechanics and technicians access an easily navigated, searchable application that provides all the parts and service information, updated dynamically, to help reduce the amount of time it takes to find the current, relevant data needed to repair and maintain the aircraft.

By reducing the time needed to find the exact information they need, mechanics and technicians now have more time to perform actual maintenance, reducing turnaround times and maximizing aircraft uptime.

Service effectiveness is also improved by reducing the part mis-order rate. With an illustrated parts catalog tied into the maintenance information, mechanics can easily order parts directly from the application reducing any number of human errors that delay the completion of service and maintenance. With deep integration into JAL's ERP platform, the mechanic can make procurement decisions based on complete and current parts data.