



United Airlines Improving On-Time Departures through e-Maintenance

Summary

United Airlines needs to maintain the highest level of maintenance reliability for its fleet and for other fleets it maintains through United Services. Enigma's Aircraft Maintenance Solution is delivering real-time service and parts information to aircraft maintenance technicians (AMT) around the world. By reducing the time AMTs spend finding the right maintenance information, aircraft spend less time being serviced on the tarmac, improving on-time departure.

Challenges: Replace Legacy Systems with Fast, Accurate Access to Maintenance Information

United needed to replace the legacy systems used by aircraft maintenance technicians to find the service and parts information that is essential to properly maintaining its aircraft.

United wanted maintenance and support of this critical IT system to be brought in-house to keep control of their intellectual property around aircraft service and support.

United Services' 5,400 aircraft maintenance technicians require fast, accurate access to a wide variety of maintenance information that resides on multiple servers and business applications.

"It [the highest level of maintenance reliability performance] is also critically important to United Services as we drive toward becoming a leader in the aircraft MRO business, for United's fleet and for the fleets of our many customers around the world," said Greg Hall, senior vice president, United Services, the maintenance and engineering division of United Airlines.

Solution: Web-based Application Streamlines Distribution of Manuals and Catalogs

United deployed Enigma's [Aircraft Maintenance Solution](#) based on the [Enigma 3C® Platform](#) to deliver critical service and parts information for its entire fleet of aircraft, in real time, to the airline's aircraft maintenance technicians around the world.

The solution, built upon the standards-based, n-tier architecture of the Enigma 3C Platform, is deployed via the Web to streamline the distribution of more than 100 service manuals and parts catalogs.

By drawing from more than one million pages of parts and service data, Enigma creates a dynamic aircraft encyclopedia that instantly delivers the specific information the aircraft maintenance technicians need to service a particular airplane.

This product encyclopedia represents a combination of maintenance manuals, illustrated parts catalogs, service bulletins, engineering orders, technical revisions, customer-ordered changes and best practices covering all aircraft fleet types flown by United.

Aircraft maintenance technicians use a standard Web browser to access service and parts information on any kind of device, including PDAs, laptops, PCs and tablet PCs. United plans to tie this e-maintenance solution directly into its existing business systems, including document management systems.

"United Services is dedicated to implementing new technologies that enhance safety, improve efficiency and decrease operational costs," said Hall.

Benefits: ROI in Less Than One Year, Improved On-time Departures

By reducing the time aircraft maintenance technicians spend locating the correct service and parts information; United expects the Enigma application to pay for itself in less than a year.

Both flight line and base maintenance activities will be accomplished faster as less time will be spent finding accurate information, leaving more time for actual maintenance.

By optimizing maintenance workflow, aircraft spend less time being serviced on the tarmac, improving on-time departure.

United is able to manage and maintain this e-maintenance solution with internal resources, eliminating outside support costs and ensuring all business systems remain compliant with relevant federal and financial regulations.