

## FOR IMMEDIATE RELEASE

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### **IBERIA AIRLINES OF SPAIN AUTOMATES MAINTENANCE WORKFLOW WITH ENIGMA TECHNOLOGY AND IBM SERVICES**

*Leading Airline Rolls Out Sophisticated Software to Support Worldwide Maintenance Activity*

**BURLINGTON, Mass.—January 16, 2007**—Enigma Inc., the leader in aftermarket service and support technology, today announced that Iberia Airlines of Spain has implemented the Enigma 3C® Platform to help reduce aircraft maintenance costs at more than 100 airports in 40 countries. The new technology generates custom job cards with up to the minute maintenance and repair information and has been rolled out to thousands of mechanics, maintenance planners and engineers around the world. Enigma’s partner, IBM Global Business Services (NYSE: IBM), led the sales process, project management and integration with Iberia’s existing solutions.

As a qualified airline maintenance company, Iberia maintains its own fleet, as well as the aircraft of 48 other companies. On the flight line or in the hangar, efficient maintenance is a critical element to the safety and success of Iberia. Maintenance job cards, which often exceed 1000 pages, define the tasks and workflow of the aircraft maintenance technicians (AMT). Iberia uses Enigma to dynamically generate custom job cards that not only indicate maintenance tasks but also include all relevant maintenance information for the specific aircraft being serviced. For the maintenance planning department Enigma has decreased the time needed to produce job cards by 80 percent. Enigma has also improved the quality of the job cards by eliminating the need for manual data entry. For the AMTs Enigma has improved efficiency by eliminating the time wasted looking for the latest service data.

“Maintenance is a critical function for Iberia, both in terms of safety and revenue, and they are always looking for new ways to improve the process while continuing to provide the high level of service that their customers have come to expect,” said Juan Carlos Sánchez Rosado of IBM Global Business Services. “The challenge is to find an effective way to equip the technicians with the detailed information they need to carry out each maintenance assignment. Enigma’s technology significantly improves Iberia’s service workflow, enhancing maintenance accuracy and increasing the technician’s efficiency.”

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Enigma’s 3C Platform, which is built on an open, Java 2 Enterprise Edition (J2EE) n-tier based architecture, seamlessly integrates with Iberia’s maintenance planning and content management

systems. Enigma extracts maintenance and execution information from these applications and generates a comprehensive job card that includes all the references, equipment, tools, codes and other vital instructions necessary to perform a specific maintenance procedure. Enigma significantly reduces the time and cost incurred by Iberia as it carries out more than 50 C-checks (heavy maintenance) each year.

“The effort at Iberia, in partnership with Enigma, demonstrates IBM’s on-going commitment to bringing the best possible solutions to our worldwide customer base,” said Rosado. “Our partnership with Enigma has been very profitable, with Iberia representing the third major airline project in the past two years where IBM and Enigma have successfully cooperated. IBM continues to believe that only by combining the best technologies available can the needs of our customers be fully satisfied.”

“For more than 75 years, Iberia has been the mark of excellence in the airline industry, garnering countless awards and continually striving to improve every aspect of its operation,” said Jonathan Yaron, chairman and CEO of Enigma. “As a leader in airline maintenance with thousands of mechanics dispersed throughout the world, Iberia wanted a cutting-edge approach to improve its service execution. Selecting the IBM-Enigma solution represents a critical step to streamline Iberia’s maintenance process and improve maintenance profits.”

### **About Iberia**

Iberia today is Spain’s leading airline and also leader on routes between Europe and Latin America. In 2005 it carried 32.4 million passengers, posting income of 5,603 million euros and net earnings of 395.8 million. Along with its franchise partner Iberia Regional, it operates some 1,000 daily flights to about 100 destinations. Iberia is a member of oneworld airline alliance along with Aer Lingus, American Airlines, British Airways, Cathay Pacific, Finnair, LAN y Qantas. More information about the Iberia Group is available at <http://grupo.iberia.com>

### **About Enigma**

Enigma is the only software company delivering a product suite that improves the profitability of installing, operating and maintaining complex equipment. Enigma’s unique products integrate with product lifecycle management, supply chain management, enterprise resource planning and other enterprise applications, providing a dynamic encyclopedia of service, parts and diagnostic information that captures technicians’ expertise and manages 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 visit [www.enigma.com](http://www.enigma.com)

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