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### **JAPAN AIRLINES' MAINTENANCE EFFICIENCY SOARS WITH ENIGMA AFTERMARKET MAINTENANCE TECHNOLOGY**

*Real-Time Maintenance and Repair Information Boosts Productivity for More than 5000 JAL Technicians Worldwide, Improves Uptime and Enhances Safety for Fleet of 150 Aircraft*

**BURLINGTON, Mass.—June 23, 2008**—Enigma Inc., the leader in aftermarket service and support technology, today announced that Japan Airlines International (JAL) has gone live with an [e-maintenance solution](#) built on the Enigma 3C® Platform. The Enigma solution improves the efficiency and consistency of JAL's maintenance technicians worldwide, both on the flight line and in the maintenance shops. Supporting a fleet of 150 aircraft the Enigma rollout was completed in conjunction with Enigma's local support partner, Altech Co., Ltd.

The Enigma solution is used to support JAL's fleet of Boeing aircraft, including: 777, 747, 747-400, 767 and 737-800. With the Enigma 3C solution serving as the technology backbone for [maintenance, repair and overhaul \(MRO\)](#) operations, JAL technicians no longer search for documentation, instead they automatically receive the specific parts and service information required to maintain each aircraft. In addition, when JAL receives technical updates from Boeing, the Enigma [Revision Manager](#) product identifies any differences between the OEM content and the customized documentation being used by JAL technicians. This accelerates the process of reviewing and approving the revised documentation and ensures that critical changes are quickly implemented.

Enigma's dynamically updated maintenance solution delivers the latest information to more than 5,000 technicians worldwide via the Web and offline devices, thereby improving the quality and consistency of MRO service. By providing real-time access to maintenance manuals, illustrated parts catalogs and customer originated changes (COC), this e-maintenance solution has become the primary tool for JAL technicians to improve the airlines' scheduled and unscheduled maintenance activities and increase maintenance efficiency worldwide.

“Enigma 3C has been a key component in making our operations safer by providing our technicians with real-time access to the specific parts and maintenance information they need to properly maintain each aircraft,” said Masahiro Miura, Vice President of JAL Maintenance Corporate Planning & Administration. “With Enigma, our technicians can better service each aircraft, keeping them in service and ensuring the highest levels of safety at all times. As a result, we have been able to increase efficiency, reduce our maintenance costs and improve overall operations.”

Enigma's technology allows JAL to combine Boeing's maintenance manuals with service recommendations developed by JAL, and to include the latest service information and the shared knowledge and best practices of JAL's technicians and MRO engineers. With the aircraft illustrated parts catalog, which ties directly to various maintenance manuals, JAL technicians can easily identify parts directly from the Enigma-based application. With Enigma, JAL has better control over technical data and improves the ability to share critical maintenance information.

"In a service industry such as aviation where uptime equals revenue, keeping capital equipment running at peak performance is a top priority," said Jonathan Yaron, CEO of Enigma. "Japan Airlines is the latest example of how Enigma's technology has revolutionized the way airlines manage maintenance operations, both on the flight line and in the hangar, to improve service, enhance compliance and increase bottom line revenue. Partnering with Altech to bring this technology online has been a critical step in this successful implementation."

"In an industry where safety and reliability are the hallmarks of success, airlines such as JAL need to employ advanced technologies to maintain competitive advantage," said Hiroshi Kahata, President of Altech. "Together, Enigma and Altech set the bar for aviation maintenance. Over the past 10 years, Altech and Enigma have worked together to improve the maintenance operations and overall efficiency and safety of Japanese companies."

JAL's e-maintenance solution leverages Enigma 3C's service oriented architecture (SOA) to integrate easily with existing maintenance applications. The Enigma 3C Platform is based on Java 2 Enterprise Edition (J2EE), with an n-tier architecture specifically designed to provide the flexibility to scale with an organization. In this application with JAL, Enigma integrates with an enterprise content management (ECM) system and provides a dynamic maintenance encyclopedia for MRO technicians, planners and engineers. The fully-integrated system maintains the customer originated change (COC) workflow to seamlessly merge JAL and Boeing information. An upcoming integration between Enigma and the maintenance and engineering system will provide automated job card generation functionality to further accelerate maintenance planning activities.

### **About Enigma**

Enigma is the only software company delivering a product suite that improves the efficiency, consistency and profitability of maintenance, repair and overhaul (MRO) operations and aftermarket sales and service organizations. Enigma's unique products integrate with product lifecycle management, supply chain management, enterprise resource planning and other enterprise applications to provide a dynamic encyclopedia of service, parts and diagnostic information that captures technicians' expertise and manages an optimal service and support workflow. By facilitating aftermarket maintenance, parts logistics and equipment uptime, Enigma helps service and support organizations maximize their profitability. For more information, visit [www.enigma.com](http://www.enigma.com) and [www.uptimeblog.com](http://www.uptimeblog.com).

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