

Contact:

Anne Shannon
Enigma, Inc.
781-273-3600
annes@enigma.com

Avi Dines or Dave McKee
Schwartz Communications, Inc.
781-684-0770
enigma@schwartz-pr.com

KLM ROYAL DUTCH AIRLINES BOOSTS MAINTENANCE PRODUCTIVITY WITH ENIGMA TECHNOLOGY

Electronic Delivery of Integrated Repair and Maintenance Data Drives Enterprise-Wide Cost Reduction and Productivity Gains

BURLINGTON, Mass.—August 2, 2004—Enigma Inc., the leader in aftermarket service and support information technology, announced today that KLM Royal Dutch Airlines Engineering & Maintenance department has gone live with Enigma 3C® Version 8. KLM uses Enigma to deliver airline maintenance data to all of its overhaul and line-maintenance mechanics and has already documented a five percent increase in maintenance department productivity. The new system has been deployed at KLM's primary Maintenance, Repair and Overhaul (MRO) facility at Schiphol Airport in Amsterdam to manage content for KLM's fleet of Boeing 737, 747, 767, MD11 and 777 jets.

Enigma's technology provides KLM mechanics with real-time access – via the Web and CD-ROM – to the exact maintenance information they need to perform any service or repair job they may face. By combining technical manuals and illustrated parts catalogs from both Boeing and KLM into one integrated, aircraft encyclopedia, Enigma 3C drives down the time and cost of aircraft maintenance and repair and helps KLM to get its airplanes out of the hanger and back in the air in less time.

“Enigma 3C allowed us to quickly introduce digital manuals across the KLM organization, providing a more efficient means of consultation and reduced distribution requirements. The complex process of providing ‘up-to-date’ information to our end users has been made a lot easier to control by going all digital using Enigma 3C,” said Michel Labordus, project manager of KLM. “Using Enigma 3C, KLM is delivering 15 GB of manual information to its flight lines and maintenance depots, allowing a more efficient way of consulting manuals necessary for maintaining the KLM aircraft.”

KLM has introduced digital manuals for its complete Boeing fleet using Enigma 3C and has now started a project to introduce digital Service Bulletins and Component Maintenance Manuals and to replace all remaining microfilms with a digital alternative. The goal is to use Enigma 3C to present all the necessary information to service and maintain KLM's fleet in one uniform application.

“KLM Engineering & Maintenance recognizes that information access is critical to improving aircraft service and support, and our successful implementation with them is yet another example of how Enigma 3C is revolutionizing the maintenance and repair of complex equipment,” said Jonathan Yaron, CEO of Enigma. “Our technology increases quality and productivity by providing accurate and up-to-date service information. As a result, Enigma allows KLM Engineering & Maintenance to service aircraft more efficiently than before.”

About Enigma

Enigma is the only software company delivering a complete aftermarket platform that improves the profitability of the installation, operation and maintenance of complex equipment. Enigma creates a dynamic 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.