

# Thales Solutions Asia Improves Productivity with Document Management & Imaging Solution



“We were looking for a solution that was sustainable, maintainable, and affordable coupled with a high level of support, and Fuji Xerox stood out from the rest.”

– Patrick Goh, Manager  
Competitiveness and Ops  
Performance Support  
Aerospace Services Worldwide  
Avionics Domain  
Thales Solutions Asia Pte Ltd

## Background

A growing company with more than 500 staff in its Singapore office and almost 300 in the Aerospace services to date, Thales is continuously seeking ways to improve its operations to meet changing business conditions.

## The Challenge

Thales handles a huge volume of internal and customer documents in their daily operations, all of which must be filed according to appropriate policies. The sheer volume of manual paper trail was creating an impact on its staff morale and operations. According to Christophe Humphry, Vice-President, Avionics Domain of Thales Solutions Asia, besides the voluminous amount of documents, the entire process was time consuming.

“There are thousands of pages of documents we have to handle every year, so we decided to optimize the process in order to achieve cost-savings and to ensure that our people need not spend time looking for the right document”.

Speed of response is critical to customer enquiries or in the rare case, accidents. Thales is keen to digitize the process of search and retrieval of the right documents containing accurate information at the shortest time possible.

Also bearing in mind that employees are the most valuable assets to the organisation, Thales had to raise morale and increase efficiency as their staff are working overtime daily to cope with the manual paper trail on top of their core activities during official working hours.

As Thales continues to grow over the years, they realized that the time to address the management of the ever increasing volume of documents is in order to maintain its tenacious growth. With these objectives in mind, Thales decided to transform the way it handles two documents – the Repair Work Order and Product File documents and approached Fuji Xerox to help create an initiative that would greatly streamline these processes.

# Improving search and retrieval.

## Increased morale

### The Solution

With almost 800,000 pages generated through these 2 high volume processes, it is vital that a reliable, long-term solution is in place to better manage these documents. Fuji Xerox worked closely with Thales to access its specifications and requirements and was able to propose a solution that is maintainable, sustainable and gives an adequate level of support.

- Document Solution for Aerospace Maintenance (DSAM), a critical component of the document management strategy to streamline the Maintenance, Repair and Operation (MRO) process. It is an end-to-end document management solution to improve productivity while reducing turnaround time, enabling fast search and retrieval of the 2 high volume processes in a secured environment
- Onsite Scanning Department at Thales where a Fuji Xerox officer would perform the daily digital conversion, indexing and archiving of the 2 document processes

Before the actual launch of the solution, trials in different phases were conducted to ensure that each process adhered to what Thales had specified to achieve. Throughout the implementation, Fuji Xerox was able to respond quickly to Thales requirements and propose viable solutions and giving them assurances that it is committed to helping Thales.

### The Results

DSAM enables staff to search and retrieve the right documents in an instant from their computers without the time-consuming process of searching through boxes of documents. Clients' data can be accessed through scanned documents in a centralized system easily and quickly, significantly reducing lead time.

The archival of documents also ensures that in the event of any accident, fire or missing hard copies, the system provides an additional layer of backup in a secure environment for business continuity.

Furthermore, with a repository of data that can be readily accessed by customer service or field service managers, Thales realized an increase in customer satisfaction due to timely data availability.

The need for overtime is relinquished due to the provision of the onsite Fuji Xerox officer, creating a positive impact to staff morale. Besides that, Thales worked together with the officer to revamp its internal process of sorting the documents by dates instead of sequence. Through the partnership, not only have Thales productivity improved, it fostered a mindset of continuous efficiency improvement.

Having this mindset and coupled with the great working relationship and environment that the partnership created, Thales and Fuji Xerox are set to meet future challenges in the years to come together.

### Case Study Snapshot

#### The Challenge

- Huge volume of documents generated in aerospace operations
- Difficult and time-consuming to search and retrieve the right document
- Unable to respond to customers' enquiries quickly due to slow retrieval
- Overtime work to carry out filing of document, leading to decreased staff morale

#### The Solution

- Document Solution for Aerospace Maintenance (DSAM), solution that scans and archive documents
- Onsite Scanning Department where a Fuji Xerox officer would perform the daily digital conversion, indexing and archiving of documents

#### The Results

- Enabled staff to search and retrieve the right documents in an instant
- Provided an additional layer of backup of documents in a secure environment
- Increased customer satisfaction due to timely responses
- Increased staff morale as they no longer need to work overtime
- Provided a reliable Fuji Xerox officer to perform manual document activities

**About Fuji Xerox Singapore.** Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs.

**For more information on how we help leading aerospace companies, visit [www.fujixerox.com.sg](http://www.fujixerox.com.sg) or call us at 6766 8888.**