

# ELO Customer Reference

Lufthansa Technik Logistik GmbH



Reference

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## Secure operation and stable performance

### Good service thanks to central archiving and workflows



*“ELO offers a product with a good price/performance ratio and is a reliable partner that is also open to ideas from business practice.”*

Hartmut Obens,  
Product Manager – Project Manager  
for Document Management

The move to electronic archiving was already creating greater transparency with regard to activities for Lufthansa Technik Logistik GmbH (LTL) in 1998. In 2006 there then followed a redesign to create a consistent corporate solution.

Lufthansa Technik Logistik GmbH (LTL) is a rapidly growing company that develops and implements forward-looking logistics solutions for customers in the aerospace industry. With a broad range of sophisticated services, LTL is also in a position to offer complete supply chain management. The offering not only includes the fastest possible and reliable transport, but immediate procurement of materials, organisation and optimisation of repair cycles, appropriate storage and distribution, as well as a global 24-hour AOG (Aircraft on Ground) service.





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## Flexible solution for a greater level of future-proofing

### Overview

Country: Germany  
Industry: Airline logistics – subsidiary of Lufthansa Technik

### The company

Lufthansa Technik Logistik GmbH (LTL) is a rapidly growing company that develops and implements forward-looking logistics solutions for customers in the aerospace industry. With a broad range of sophisticated services, LTL is also in a position to offer complete supply chain management.

### Challenge

ELO was introduced as a company-wide DMS solution in 1998. The aim of the latest project is the complete redesign towards a server environment, consolidation of the interfaces and migration to **ELOenterprise**.

### Solution

- Consolidation of the interfaces
- Switching off decentralised location servers
- Retaining functionality and process support
- All **ELO** applications run live on the new **ELOenterprise** platform
- Linking the server applications via web service
- Implementing services for interfaces between applications
- and much more

### Benefits

Availability is currently 99.8%. Fulfilment of and compliance with the requirements of the Federal Office of Civil Aviation [Luftfahrtbundesamtes] and international committees are assured through document-based evidence. Summary: Reliable operation, stable interfaces, satisfied customers, high level of stability of the entire system.

### The start of a successful partnership

As early as 1998, LTL recognised the need to create a greater degree of transparency with regard to activities for the important AOG area. The AOG service is responsible for the rapid elimination of problems on the aircraft within normal flight operations 24 hours a day, 365 days a year. The systematic and audit-compliant archiving of procurement and business documents was also to be driven forward.

This involved the elimination of the “manual records”. **ELOprofessional** (which had just come onto the market) was deemed by the project team with its project manager Hartmut Obens to be the most practicable and flexible of the products considered for the achievement of defined objectives. On top of this, the user-friendly design gave a pleasant look and feel and the system was also extremely well suited to support its application for company-specific processes.

Hartmut Obens: “After the first project, LTL decided that **ELO** would be its strategic partner. This actually speaks volumes for our regard for **ELO**. This resulted from the good understanding between the **ELO** employees and the management of LTL.”



## Objective achieved

There are four strategically important areas of application for the document management system:

### ELO Opal

- company-wide document management

### ELO AOG (Aircraft On Ground)

- the support of activities for the rapid elimination of problems on the aircraft within normal flight operations

### ELO C@LL

- customer service management – feedback management

### ELO TMD

- transport management system for special shipments (e.g. engines), transport control
- planning
- management of documents and photos

These applications became a critical success factor for the whole company.

“The ELO AOG system has proved its worth over the years and has become the most important IT system for controlling activities for these areas. It is a workflow-based archiving system – more precisely an archiving-based workflow management system – because it focuses primarily on activities and the convenient linking of activities with documents,” enthuses Hartmut Obens.

These projects formed the experience on which subsequent projects were based. Other corporate divisions were able to observe what was achieved. So it did not take long before a company-wide document management system was set up for the documents of Lufthansa Technik – a service pool for documents with a large number of operational requirements from a variety of different areas.

## Redesign for IT harmonisation

In the course of operation, the need ultimately arose to consolidate the IT structures of the client-server world that had grown over several years, the individual applications and the associated heterogeneous interfaces and to redesign them.



Other objectives of this redesign were to cover the growing requirements for a high-availability system environment and reduce operating costs for decentralized location servers. The project brief also included migration to **ELOenterprise** for a company-wide, process-based, web-enabled document management system.

The basic requirement for this was to move all four applications onto a UNIX platform. To provide e-mail and fax interfaces and services for other programs (Archive Link connection). Once this project is completed – the solution has been in live operation since the summer of 2007 – we can say that the objectives have been fully achieved.

Another high priority for the aviation industry is documentary evidence that the requirements of the Federal Office of Civil Aviation and international committees have been met, e.g. protection against fake spare parts.

## **The sky is the limit for the future**

In the near future a project will begin, the objective of which will be the processing of incoming invoices by **ELO DocXtractor**.

*“In the meantime we have been working comprehensively using all four applications – specific requirements are related in these different applications. This interrelationship between process integration and individualisation sounds at first like a contradiction – however, this is not the case in practice. It is an interesting process that can only be successfully mastered with an enterprise solution. The art of supporting these company-specific solutions sums up ELO. The result of this project is extremely reliable operation, stable interfaces and satisfied customers.”*

Hartmut Obens,  
Product Manager – Project Manager  
for Document Management



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## Secure operation and stable performance

*“With our first ELO product, ELOprofessional, a bridge was created for the employees from their previous practice to the new work environment. The level of acceptance is accordingly high and the fact that we can no longer imagine working without ELO is also particularly pleasing.”*

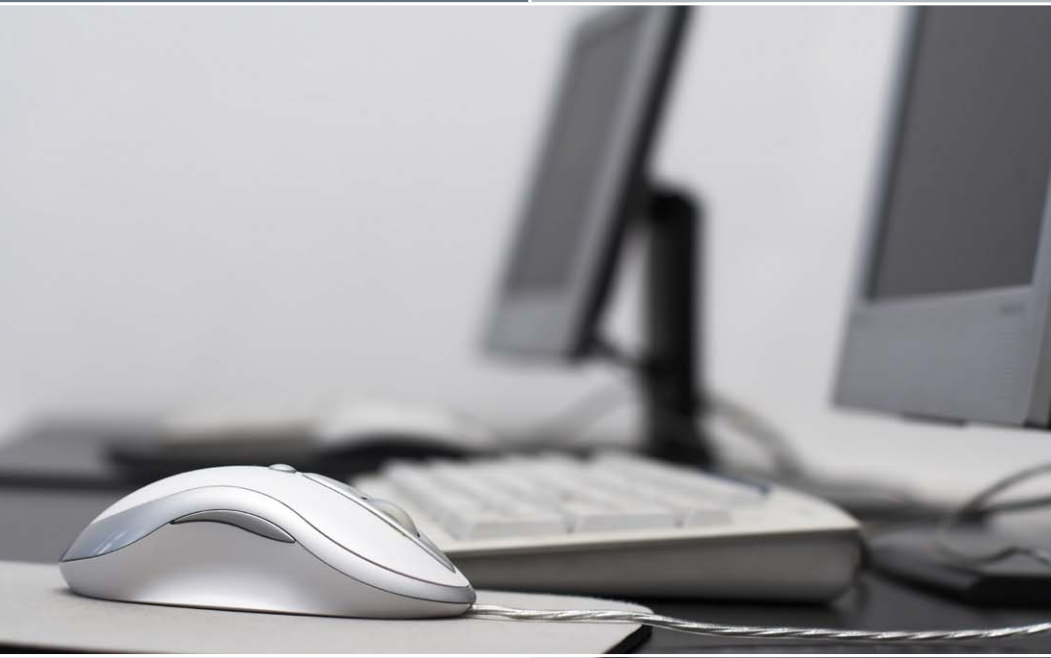
Hartmut Obens,  
Product Manager – Project Manager  
for Document Management

The paperless archiving process is the subject of a project that also includes “electronic signature”, as well as automated faxes in combination with the SAP workflow process. In the context of group-wide authorisation management, user administration is aligned with the role concept through the link to “LH GOVERNOR”.

Hartmut Obens: “Product qualification will also feature in the near future – particularly where the platform is concerned – in relation to ‘ELO goes WEB’ and we are going with them”. This is essential for LTL due to the globalised tasks. ELO’s new WCM component will be used for further change requests in the direction of the authorisation concept.

### Perspective

Operational synergies have led to the cooperation with ELO being extended and deepened over the years. The first project showed how well and how cooperatively we can work together. “It didn’t take long before we were getting a lot of visits as a reference customer,” remembers the Project Manager. “We are rather proud to have played a part in this company’s success story.”



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## Satisfied throughout

*“The ease of moving files with ELOenterprise has made many things easier. Today we are working differently – above all more quickly – than 10 years ago.”*

Hartmut Obens,  
Product Manager – Project Manager  
for Document Management

The main objective of the redesign project, to ensure the stability of high availability for worldwide and company-wide applications, has been achieved. The average availability currently stands at 99.8%.

When asked about the success of the project, Hartmut Obens said: “It is a 100% success, I cannot say any more about it. There is not a single point on my agenda that I could not describe as completed.”