



NUANCE

The experience speaks for itself™

CASE STUDY

AVIATION INDUSTRY

Aero Union Corporation

Reaching new heights without paper

CHALLENGE

- Use of interoffice mail and paper-based processes in the seven-building campus caused delays in financial workflows
- Archiving of paper documents increased on- and off-site storage costs

STRATEGY

- Installed eCopy on eight multifunction peripherals (MFPs) located throughout the corporate campus
- Utilizing 90 eCopy Desktop™ licenses for manipulation of PDF documents

RESULTS

- Aero Union reduced financial workflows from days or weeks to minutes or hours, with an estimated 70% time savings
- Interoffice mail volumes have been reduced by 60%
- Audit trails result in more efficient reconciliation processes for purchase-related documentation
- No forward-looking expense for storage is as all hard copy is now destroyed once converted to electronic format

ABOUT AERO UNION CORPORATION

Aero Union Corporation is a privately held company operating out of seven buildings at Chico Municipal Airport in Northern California. The company is the premier fixed wing aerial firefighting operator in the country with its Lockheed Martin P3-based Aero Union Water Bombers. Aero Union is also a leading supplier of specialized products and services for the commercial and military aviation markets, including design, manufacturing, and maintenance services. The company has 160 employees, approximately 130 of whom are using eCopy in their day-to-day operations.

“Without eCopy, Aero Union could not function as it does today, and we are constantly finding even more ways to leverage the solution for improved efficiencies.”

— **Mark Hernandez**
Director of Finance, IT and HR
Aero Union Corporation

AERO UNION CORPORATION WAS FULLY OPERATING ON PAPER...

based processes that were inefficient and time consuming. All invoices, purchase orders, and packing slips were retained by end users, and copies of those documents were then forwarded to the accounting department for reconciliation and payment remittance. All hardcopy files were retained on site in filing cabinets which, when filled, would be stored in a nearby warehouse.

In addition, interoffice mail was handled through twice-daily mail runs among the seven corporate campus buildings, a half-mile trip that took a half hour per run. Heavy reliance on interoffice mail for moving important documents from department to department often caused delays, especially in processing rush check requests and freight invoices, where payments are typically due shortly after receipt. Delaying a freight bill for even a day was problematic.

Paper is also an issue on Aero Union's fleet of planes, with more than 400 pounds of paper-based maintenance manuals, flight checklists, work orders, and other documentation required to remain with its specific aircraft for the life of the plane.

Aero Union was looking to leverage technology to reduce paper usage, improve business process cycle times, and to reduce or eliminate expensive paper storage.

NOW EIGHT eCOPY-ENABLED MULTIFUNCTION PERIPHERALS (MFPs) ARE INSTALLED...

throughout the Aero Union campus. Almost all employees use eCopy as they carry out their work, routinely scanning a wide range of document types, including 11"x17" technical drawings, invoices, packing slips, purchase orders, flight manuals, service orders, service checklists, HR forms, and check requests. In addition, 90 employees are routinely using eCopy Desktop, particularly for accounts payable applications including reconciliation of purchase orders with packing slips, invoices, and other documents using eCopy's markup and electronic signature features

THE PRIMARY BENEFIT TO AERO UNION WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

Just four years ago, Aero Union was completely reliant on paper to conduct business. They now use eCopy in virtually every department of the company, with significant improvement in business process cycle times, including a 60% reduction in interoffice mail and virtual elimination of future paper storage needs.

Accounts Payable in particular has benefited from faster reconciliation and processing times, in some cases reducing processing time by as much as 70%. eCopy Desktop is now used to mark up documents and designate approvals with eCopy's signature stamp functionality. Completed documentation

can then be forwarded electronically for review, approval, and other actions, and/or stored on the server for later access. Rush check requests, previously hand-carried, are now scanned at eCopy-enabled MFPs at the requestor's building and e-mailed directly to Accounts Payable.

In addition, financial documentation being sent outside of Aero Union is now scanned and sent electronically, with supporting hard copy being sent later only if necessary. This includes information submitted to the company's banks, which now accept electronically signed documents from Aero Union.

eCopy is also helping Aero Union map a solution for dealing with paper on-board their aircrafts. Working in conjunction with the Federal Aviation Association (FAA), Aero Union is developing a revolutionary sign-off process for aircraft maintenance documentation using eCopy Desktop. The signature stamp functionality of eCopy Desktop, combined with a unique user logon to the computer, meets FAA regulations and the new process will result in less paperwork to be carried by technicians and faster processing of work orders.

Looking toward the future, Aero Union is looking to combine its two business units into one and will use Microsoft SharePoint as the technology solution to handle the integration. eCopy's SharePoint Connector will be utilized to load paper documents into SharePoint. "This will bring even more efficiencies to our operation," said Hernandez.

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