

PaperVision® Enterprise provides security and efficiency to SkyWest Airlines

In the highly competitive airline business, SkyWest Airlines stands out as a great example of a successful regional carrier. Like all airlines, they are regulated by the Federal Aviation Administration (FAA) and the National Transportation Safety Board (NTSB) who ensure the safety and security of air travel for the public. In reporting to these agencies, SkyWest maintains strict maintenance logs for each of its aircraft so that an individual plane's record can be reviewed in the case of any problems.



To keep track of these critical maintenance logs for more than 200 aircraft, SkyWest installed PaperVision Enterprise. Almost immediately, they have realized tremendous time and efficiency savings in utilizing the document and content management system, and they are now able to easily share information with the regulatory agencies without compromising the security and safety of the data.

The Situation

Founded in 1972, SkyWest is a regional airline headquartered in St. George, UT. They offer more than 1500 daily flights to 120 cities in 30 US states and three Canadian provinces. They are a publicly held company that is traded on the Nasdaq under the symbol SKYW. In 2004, they reported revenues in excess of \$1 Billion.

FAA and NTSB regulations require that all airlines maintain detailed maintenance logs for each of their aircraft so that, in the event of an accident or malfunction, the problem can be researched in the aircraft's history. For SkyWest, these logs were completely paper-based reports that were sorted and filed. The airline kept three months worth of records in a filing room in their corporate office. Older records were pulled and moved to long-term storage in the basement.

Although this system met the regulatory requirements, it was a complex and cumbersome arrangement for SkyWest. SkyWest often researches the maintenance logs for a particular aircraft to check its compliance with service bulletins and find out about its current status, to see what might have happened with an aircraft in its history, or most commonly to look for a pattern of problems with a certain part or function. In performing these investigations, a SkyWest employee would spend hours, and sometimes days, looking through two sets of paper files (current and long-term storage). They would have to pull the relevant documents, copy them, and then return the originals to the maintenance file. Each time this happened, critical maintenance records were at risk of being misfiled or even lost.

In addition to their own investigations, the FAA would occasionally ask for the service and maintenance history of a particular aircraft. Collecting the requested information often took a few days. Once retrieved, the documents were packaged and shipped overnight to the FAA investigator's office. This system created a security risk by allowing critical business information to leave the SkyWest premises.

The Solution

NoTerra, a Digitech Systems reseller based out of St. George, UT, installed PaperFlow™ and PaperVision Enterprise for SkyWest in October 2004. PaperFlow is used to scan all maintenance documentation for each of SkyWest's more than 200 aircraft. This information is imported into PaperVision Enterprise for retrieval. SkyWest continues to maintain paper files for their current maintenance information, but all information older than three months is now housed on PaperVision Enterprise.

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A Digitech Systems Case Study

Recognized benefits

With the installation of PaperVision Enterprise, SkyWest is able to sort through and access maintenance records in an instant. Pulling a complete history for a single aircraft or a group of aircraft is simplified through the use of index values and robust searching capabilities within the document and content management system.

SkyWest's internal auditors, who research maintenance logs on a regular basis, are thrilled by the time and cost savings. They no longer have to sort through a basement's worth of filing cabinets to locate critical records. Information is at their fingertips in seconds without ever leaving their desks. Best of all, the costs associated with copying and re-filing are gone!

"I'm now getting all kinds of additional requests for user access to the PaperVision Enterprise system."

~Gary Goodman, SkyWest Airlines

The PaperVision Enterprise system assists SkyWest in complying with their regulatory bodies as well. Following a recent aircraft incident, the NTSB requested access to the maintenance logs for the aircraft. Since the aircraft was less than two years old, they wanted to see the entire maintenance history. The NTSB arrived at the airline's offices in Salt Lake City on a Friday morning and requested copies of the logs to review over the weekend. Before, this request would have taken several hours and would have required an overnight package sent over 300 miles from St. George. With the PaperVision Enterprise system in place, the investigators had access to everything they needed that afternoon. Gary Goodman, Directory of Quality for SkyWest indicated, "Our Chief Inspector was tickled pink about it. He was excited. The PaperVision Enterprise system considerably reduced the time it took to get records to them and they had everything they needed right there."

Commenting on the added security the system provides to SkyWest, Alan Oviatt, their NoTerra consultant said, "SkyWest would have had to release control of the documents in order to get them to the inspectors. Instead, the inspectors had access to everything they needed that afternoon, and in such a way that SkyWest never had to compromise the safety and security of its information."

About NoTerra

Bridge Imaging, a division of NoTerra is a leader in electronic document management solutions, providing customers the products and services they need to access any document, at anytime, from anywhere.

A team of Certified Document Imaging Architects, Sales Associates, Technicians, and Conversion Specialists have the knowledge, education, and experience to determine the type of imaging solution that will best meet any company's archival and data storage needs.

Whether you plan on implementing your own document imaging system or outsourcing your data conversions, we can provide all of the components needed to easily store, access and retrieve your valuable information in seconds. With our pre-sales consultation, installation, training, and technical support contracts, we provide electronic document management and mass storage solutions with unrivaled services.

To learn more about NoTerra visit their website at www.bridgeimaging.net or call toll free at 1-866-986-4288.

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