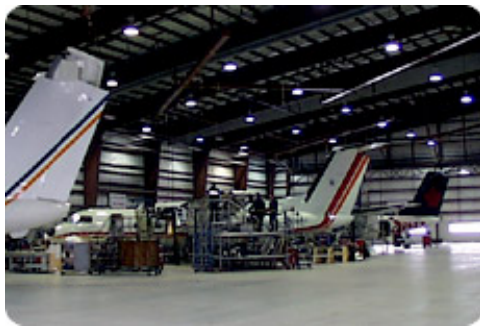




Airline Centralizes 3rd Party Service Contracts



Air Canada Jazz . . . is one of the largest Dash-8 aircraft operators in the world and Canada's largest regional airline. With seven major Maintenance Bases throughout Canada and its main facility operating in Enfield, Nova Scotia, the carrier provides third party services to many of the major airlines around the world. Their work includes 40,000 cycle checks, modification installations, engineering, aircraft storage, complete paintwork and more.

The Solution

The corporate intranet and support department at Jazz's main facility decided that the installation of a RightFax Enterprise Suite Server with MS Exchange Module and a Brooktrout TR1034 Digital Fax Board configured with their enterprise network would meet their needs. The airline hired Connectis Professional Services Group to perform the installation and train staff members.

With the new implementation service contracts are now received at the Jazz maintenance base in Enfield via the RightFax server. RightFax routes the fax to MS Exchange where the document is delivered to a staff member's MS Outlook inbox. Contracts can then be distributed to the maintenance base work floor and subsequently backed up to a document management application.

Information can also be communicated to Jazz maintenance facilities around the country where related work may need to be performed. Material provided to Jazz by clients are managed securely and can be referred to electronically to ensure completed work meets established specifications.

The Challenge

With service contracts being submitted from customers across Canada and abroad, the airline's home maintenance base in Enfield required a centralized document delivery system that would be timely and efficient in receiving, preparing and responding to service requests by both fax and email. All documents and contracts received needed to comply with applicable corporate and legal standards and be backed up electronically to ensure completed work met all specifications.

With several maintenance facilities around the country, the system also needed to circulate and manage official documents and legal contracts securely and accurately. The airline felt their current processes needed improving.

CASE SUMMARY

Company: Air Canada Jazz, Enfield, NS

Industry: Aviation

Application: Centralized fax & email document delivery.

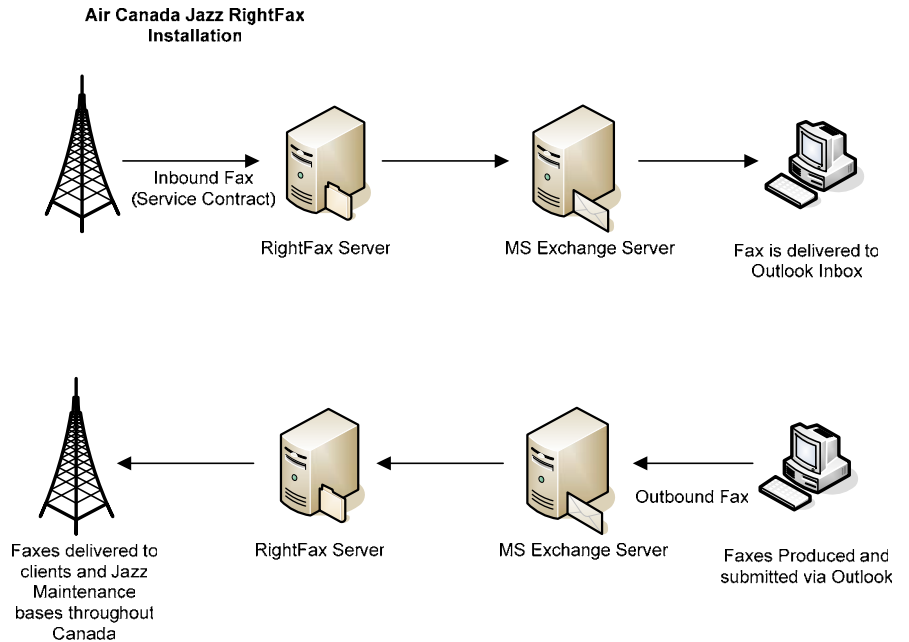
Challenge: Design & install an international service contract submission & corporate document delivery system that meets business rules and work specifications.

Solution: RightFax Enterprise Suite Server with Microsoft Exchange Module, Brooktrout TR1034 Digital Fax Board, Connectis Professional Services Group.

Results: Service contracts are now received and processed more effectively. Centralized fax and email delivery has improved the customer work order, legal compliance, service preparation and response time capabilities of the maintenance base while reducing internal costs and processing errors.

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Capture | Process | Deliver

ABOUT CONNECTIS

Our expertise is in Business Process Automation (BPA) solutions for business: providing consulting services, IT, software deployment, and project management services focused on lowering organizational Total Cost of Ownership (TCO). Connectis delivers a measurable Return on Investment (ROI) by integrating your ERP, CRM, the web, desktop, email and fax servers.



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