

Methodical Project Management Ensures Success, Enables Self-Support in Large-Scale Migration to ILINX ECM with 150+ Users



“IMAGESOURCE PROVIDED THE BEST, MOST COMPREHENSIVE PROJECT PLAN I HAVE EVER SEEN! ADD CUTTING-EDGE TECHNOLOGY & EXPERT IMPLEMENTATION, AND THE RESULTS ARE NOTHING SHORT OF AMAZING.”

—IT Manager, Aerospace Manufacturing Company

INDUSTRY

- › Manufacturing for Aerospace & Defence

SOLUTION

- › Migration from Dated ECM Platform to ILINX Technologies

CHALLENGES

- › Legacy ECM platform antiquated and no longer supported
- › Multiple products to support
- › Expensive licensing models
- › Performance Degradation
- › Database posting times unacceptable
- › Lack of flexibility in ECM Architecture
- › Upgrade of current software would require complete reinstallation
- › Upgrade path too expensive

KEY BENEFITS

- › Fast & accurate migration is automated—only requires validation
- › One unified platform for ECM
- › Tightly integrates with existing ERP application
- › Over 150 users trained & using the ILINX solution in one week
- › Improved licensing model allows unlimited users & scan stations
- › Supports distributed capture environment
- › Flexible application development capabilities
- › Lower cost of ownership
- › .NET, web-based functionality
- › Faster processing times
- › High performance search capability
- › Expandable footprint

An aerospace manufacturing company, specializing in the manufacturing and engineering of complex sheet metal assemblies for the aerospace and defence industries, provides components for virtually every commercial airliner and military aircraft in active service today.

Since its founding, the Company has cultivated a culture of entrepreneurship enabling inspired employees to achieve their goals. It is that visionary spirit that steered the organization to a comprehensive content management system that spans the enterprise and touches every department today.

In 2003 the Company made an intentional effort to expand its ERP footprint by integrating Enterprise Content Management (ECM) with every new business process implementation. This forward thinking approach has allowed the Company to realize the benefits of ECM from the moment an order is placed, on through to production and shipping.

Legacy ECM System Falling Short

While the original technology put in place formed a broad foundation for Enterprise Content Management, its legacy platform was hitting a wall from a performance, scalability and licensing standpoint. The dated solution, a mixture of products upgraded at different intervals over time, was anchored by an ECM repository that was no longer supported by the manufacturer.

Performance had degraded to the point that workers had to adjust work schedules, including days off, to work within licensing restrictions. Database posting was unacceptably slow.

Finally, the existing system was inflexible. They were not able to adjust the ECM architecture to meet the needs of an evolving business environment, requiring the IT department to build new applications. They were forced to run both old and new versions simultaneously.



Company Examines Technology Refresh

Struggling under limitations of its ECM system, the Company looked at options to integrate with the ERP that were robust, affordable and allowed internal support.

One obvious choice would be to purchase the content management module available from the ERP manufacturer. Alternatively, they could upgrade the existing platform. Yet a third option would be to find an independent ECM platform that was flexible, scalable and would integrate succinctly with the ERP. The objectives included:

- › Independent control for IT—internally expand ECM to new departments, create workflows and build process improvements
- › One technology stack vs. multiple manufacturers
- › Open-ended licensing model—add users and scan stations as needed

- › Reduce content contribution and search times enterprise-wide
- › Lower cost of ownership

Independent Integrator Analyzes & Recommends Ideal Technology Fit

Having worked with ImageSource since the initial ECM deployment, the Company looked to the independent integrator to evaluate its current condition, define the challenges and help navigate the vast array of ECM technology choices.

Although a contender to the end, the ERP content management module lacked the functionality necessary for their advanced vision of ECM execution. Upgrading the existing technology meant moving to a JAVA based platform with another limited licensing model. Drawbacks included large ramp-up times, limits on the ability to manage internally and an increased total cost of ownership.

DATABASE POSTINGS THAT USED TO TAKE OVER 45 MINUTES NOW TAKE LESS THAN 10 SECONDS. WITH 150+ USERS PERFORMING THIS PROCESS MULTIPLE TIMES DAILY, THE IMPACT ON TIME SAVINGS IS SIGNIFICANT.

After extensive evaluation, ILINX technologies proved to meet the organization's needs. The platform was chosen for its .NET web-based functionality, faster processing times, ease of mastery for both users and administrators, high performance search capability and favorable licensing model. Providing seamless integration with the ERP system, ILINX manages all imaging, workflow, storage and retrieval needs across the 25 different applications company-wide.

Project Planning, Implementation & ILINX Provide Clean, Effective Solution

The ILINX ECM system impacts numerous business processes, making critical information available across the enterprise. The ImageSource Professional Services team designed, managed and executed an integration with minimal impact to corporate operations.

"I've experienced several large-scale, multi-plant implementations. Plan quality and the ability to execute are crucial for success and ImageSource has really delivered," confirms the IT Manager.

ILINX is accelerating operations in Purchasing, Accounting, Sales, Engineer-

ing, Tooling, Quality Assurance, Quality Control, Shipping, Manufacturing, Drawing Control, Work Orders, Shop Orders, Specifications, and Inventory Control.

In addition to the powerful ILINX ECM platform for capture, storage and retrieval, additional ILINX products were utilized to meet corporate objectives. ILINX Export enabled the automated and efficient migration of 10 million documents, requiring only validation. ILINX Integrate image-enables the ERP, allowing workers to view documents without leaving the ERP interface. Finally, ILINX provides the ability to easily create workflows internally, without relying on outside resources.

Rapid Gains Realized in Productivity & Independence with ILINX

With ILINX in place, the Company has realized a profusion of benefits, with almost immediate impact to the ROI.

An outstanding hallmark of ILINX technologies is simplicity and ease of use. This has translated into quick adoptability with minimal training, both for users and administrators. The IT team has been able to customize applications with confidence, allowing them to add index fields, change defaults or make other adaptations based on changing business processes.

Enterprise licensing has enabled 30% more scanners, enabling a distributed environment. With scanners placed at transaction sites, back-logs have disappeared. Database postings that were taking 45+ minutes are now executed in 10 seconds.

Reflecting on a solution encompassing millions of documents and 150+ users, the IT manager states, "The impact of a well performing system is huge when you multiply the time savings by numerous users, scanners and applications."

An Expanding ECM Footprint

A process-focused organization, the Company will continue to automate business processes, integrating ECM where ERP functionality goes. With ILINX as its foundation, the ease and IT friendliness of the system will allow them to handle this expansion internally.

This is enthusiastically confirmed by the IT Manager, "The options are endless as we move forward with ILINX."

Technology



ILINX CONTENT STORE

An easy-to-use, powerful, web-based content repository with built-in capture. This secure repository provides scalable and affordable capture and storage for all of your document types and digital assets. Running on a common browser, users access ILINX® Content Store at any desktop, while administrators maintain and control user security and access in minutes from a central location. This robust application deploys in a fraction of the time it takes to set up a traditional system.

ILINX CAPTURE

Capture Information. Any place, any time.

A flexible, lean and highly adoptable web-based platform, ILINX® Capture empowers anyone in your organization to easily capture information in-process from a desktop, MFP or mobile device. Perfect for ad hoc or transactional activities, ILINX automates the capture of information from both paper and electronic sources.

ILINX EXPORT

Extract, convert and migrate data and documents from your ECM system. ILINX® Export enables data and documents to be extracted from ECM repositories on-demand, for migration and for managed exports at both the UI and API level.

ILINX INTEGRATE

Image-enable any application. ILINX Integrate allows users to retrieve and display images from within virtually any application regardless of source—host based, Windows, Web or Citrix—saving time and increasing efficiencies. Requiring no development, ILINX can integrate whatever is running on your client desktop into a cohesive system that allows data to pass easily between two or more applications.

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