



Customer:	Problem:	Solution:	Benefits:
Bristow Group Inc	The existing centralised system was difficult to navigate and track actions, along with a limited user interface it could only be accessed by one user at a time.	A multi-user, globally accessed web system for managing and searching detailed engineering project documentation.	Direct secure access to critical drawings and related documents.
Location: Global			Reducing aircraft downtime.
Industry: Helicopter Services		Integrated document management and delivery.	Conforming to complex CAA regulations for managing design modifications.
Website: www.bristowgroup.com			

About Bristow Helicopters

Bristow Group Inc. is an international provider of helicopter services including Transportation, Search and Rescue, Fleet Maintenance and related services to the offshore oil and gas industry. The Design Office in Redhill, UK, is one of only a few engineering offices within the whole industry with the skills to design and release drawings and instructions for modifications to helicopters. This service is regulated and audited by the UK and European aviation authorities.

The Challenge

- Ensure CAA compliance for business continuity.
- Create efficiency improvements, utilising the IFS document management system.
- Manage potential risk of grounding aircraft.
- Create disaster recovery option for mission critical documentation.
- Reduce delays and problems caused by current time intensive manual system.
- Create business frame work for global role out.
- Ensure global access to mission critical modification documents is available over the internet.

Operational bases throughout the world need to perform maintenance and implement changes to helicopters (modifications) and it is critically important they are able to access the correct issue of any drawing or related document. Cooper Software identified 50+ separate document templates that were used to support the approval process for each design modification.

A formal, but manual, document management system was effective, however caused delays in documentation being released and distributed, limited visibility of any modification project and inefficiencies in managing large quantities of paper records at each base.

The Solution

- Web-based solution linking ERP system with disparate data sources.
- Drive value by utilising existing ERP investment in document management.
- Direct secure access to critical drawings and related documents reducing aircraft downtime.
- Improved project efficiencies due to be-spoke management interface ensuring access to the latest version of the documents.
- Worldwide access improving communication and collaboration.

The Result and Benefits

- Global system access via web interface.
- CAA compliance.
- Efficient Disaster Recovery facility ensures business continuity.
- Efficiency savings of 300%.
- Addition potential revenue stream though third party design service.

Comments

"Designing Helicopter Modifications is a critical function for Bristow and each one is unique requiring a diverse set of drawings and control documents. Cooper Software will be able to map 30 years of documentation generation into a structured and well regulated process which significantly improves collaboration between different disciplines in different locations.

The system greatly improves management visibility of the status of these projects and with the publication of drawing and document packs on-line, reduces the number of enquiries to our engineers. "

Paul Nouch, Design Office Manager

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