

Sagem Avionics Deploys M-Files Enterprise Content Management Solution to Decrease Repair Times and Meet Regulatory Compliance Requirements

Solution provider for military and civil markets reduces repair documentation handling rates by 50% with M-Files.

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M-Files Inc., the developer of [M-Files](#) cloud, on-premise and hybrid enterprise content management (ECM) solutions that manage information by what it is versus where it's stored, today announced that [Sagem Avionics, Inc.](#), a world leader in solutions and services in avionics, electronics and critical software for the civilian and military markets, is leveraging M-Files to significantly reduce document handling rates and repair times while supporting regulatory compliance activities.

Sagem Avionics' scope of business includes technical support, MRO (Maintenance, Repair, Overhaul) services, marketing and sales of integrated cockpit display systems, flight control components, aircraft condition monitoring systems and flight operations quality assurance software. Prior to implementing M-Files, the organization was using a paper-based approach for managing technical and engineering documentation, which entailed manually maintaining hundreds of binders that each contained hundreds of different documents.

With M-Files, Sagem Avionics has established a single repository to more effectively manage technical and engineering documentation securely behind its firewall to ensure only the most current and up-to-date information is available. Repair technicians on the shop floor who previously had to refer to 3-ring binders for repair manuals now simply access M-Files from their workstation to quickly locate required information. In addition, the company has established permission controls and leveraged the workflow capabilities in M-Files to ensure only authorized individuals can access, edit and approve certain documents and processes.

"Our repair manuals are updated constantly, and deploying an ECM solution that ensured our staff was accessing the most current versions was a critical requirement for us," said Julien Sedlak, Engineering Supervisor at Sagem Avionics, Inc. "With M-Files, we're confident that only accurate and latest information is being accessed and distributed, and that tasks are being completed on time by the right people. As a result, we've seen a 50 percent reduction in our document handling rates, which has significantly reduced our repair time."

"With the ability to manage repair manuals and associated documents based on what the content is rather than where it's stored that eliminates the need to wade through complex and chaotic folder structures, Sagem Avionics has been able to recapture lost time, increase productivity and reduce errors," said Greg Milliken, president of M-Files Inc. "Quick and

easy access to the latest and most accurate versions of technical and engineering documentation has had a significant and quantifiable impact on Sagem Avionics' business."

M-Files Supports Sagem Avionics' Regulatory Compliance Requirements

As a provider of avionics products and services to civil and military organizations, Sagem Avionics must adhere to compliance requirements associated with the Federal Aviation Administration (FAA), International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). By leveraging the robust permission management and workflow capabilities in M-Files, the company is able to establish and enforce project roles and responsibilities, a critical compliance requirement when working with sub-contractors who are foreign nationals.

"M-Files helps us meet our regulatory requirements by enabling us to establish access permissions and workflow processes to ensure only authorized people can view or edit documents as well as administer and participate in specific processes," said Sedlak.

Integration with ERP Leads to Quicker Responses to Customer Requests

Sagem Avionics has integrated M-Files with its ERP system (Corridor) in order to automate the process of associating repair manuals and related documentation with customer work orders. The company was able to easily create a bridge between the two systems so that part numbers from its ERP platform are automatically linked with their associated repair manuals in M-Files.

"We were able to easily configure M-Files to sync with our ERP system, which has expedited our process for responding to customer requests. We can quickly and easily ascertain how many tickets are open per customer and how many work orders have been completed, which enables us to be much more responsive and deliver a higher level of customer service," added Sedlak.

About Sagem Avionics, Inc.

Sagem Avionics, Inc., a company incorporated in the US with headquarters in Dallas, Texas, is a wholly owned subsidiary of Sagem, a Safran group company. Sagem Avionics, Inc. provides high quality avionics products and services to Part 21, 23, 25, 27, 29 and 145 aircraft and helicopters. These include technical support, MRO services, and marketing and sales of Sfm, Arnav, Aviac and Sagem commercial aerospace products including integrated cockpit display systems, helicopter autopilot systems, flight control components, aircraft condition and monitoring systems, and flight operations quality assurance software. For more information, visit <http://www.sagemavionics.com> and <http://www.sagem-ds.com>.

About M-Files Inc.

M-Files enterprise content management (ECM) solutions transform how businesses manage, secure and share information with a unique metadata-powered approach that organizes and processes content based on what it is, rather than where it resides. Thousands of businesses in over 100 countries use M-Files on-premise, in the cloud or in hybrid environments to improve productivity and quality, and to ensure compliance with industry regulations and

standards, including companies such as SAS, Elekta and EADS. For more information, visit <http://www.m-files.com>.