



Australian Government
Civil Aviation Safety Authority

CUSTOMER

Civil Aviation & Safety Authority

ACTIVE LOCATIONS

Australia

INDUSTRY

Government & Public Sector

PROFILE

The Civil Aviation Safety Authority (CASA) was created in 1995 as the Federal Government regulator of the civil aviation industry with responsibility for safety, oversight, and licensing of commercial operators, aircraft, pilots and licensed engineers throughout Australia.

CASA

CIVIL AVIATION SAFETY AUTHORITY

The Business Environment

CASA operations have been driven by the expansion of the aviation industry that requires increased monitoring of its systems, procedures and practices to ensure safety is not compromised. The rapid technological advancement in aircraft design, systems and manufacturing offers opportunities to improve safety and performance, but increases the complexity required of the safety systems in order to meet the demands of the aviation industry.

As a component of an internal drive to improve organizational productivity in order to meet the requirements of the aviation industry, CASA has embarked on a project with software developer Intelledox to enhance their document generation processes to improve the efficiency and accuracy of documents generated, and boost the ‘business as usual’ productivity of the organization as a whole.

The Business Challenge

CASA employees have to deal with a large number of documents every day, ranging from Flight Crew Licensing Procedures manuals to certification correspondence. CASA provides various manuals and forms to the aviation community, dealing with aircraft

registration, flight operations, flight crew licensing, aerodrome and airspace. These documents need to be updated regularly, and when it comes to the creation of a new manual, many days could be spent in document review and editing. Other documents to be managed include general aviation-related correspondence, legal agreements, licenses, and other administrative forms.

For all these documents, accuracy and security issues play a crucial role in supporting CASA’s safety oversight mission. Without a high-quality document automation system, there is a risk of error. Communication of the results of flight crew medical checks is a good case-in-point. Currently there are some fourteen correspondence types from CASA that flight crew can receive. It is important that the correspondence that they receive is accurate, and timely, as the issue of public safety here is paramount. While CASA had an existing document assembly solution in place, stakeholders at CASA were not satisfied with the costs of operating this system, and were looking for a solution that would support growing business requirements, while providing a stronger return on investment.



Intelledox Solution

Intelledox provided CASA with a document assembly solution that transformed document-centric processes throughout the organization delivering a speed of execution and ability to scale that was previously unattainable.

Intelledox supports the new national Drug and Alcohol testing program managed by CASA. All correspondence related to this program is created and managed by Intelledox. Intelledox draws data from Changepoint workflow related to tests and saves correspondence directly to case files in TRIM in accordance with Federal Records Keeping Principles.

Intelledox delivered a document generation solution that is flexible and cost effective, allowing business users to change document templates with minimal involvement from IT and integrate seamlessly with CASA’s existing systems. Intelledox replaced the existing document creation system that required specialist programming resources, and took unacceptably long periods of time to implement and release a change to a document template. The Intelledox document creation solution has been integrated with existing CASA infrastructure including electronic records management TRIM (HP), CRM (Siebel), and human workflow and resource

management engine (Changepoint) to enable the seamless generation of correspondence, licenses and certificates sent to customers.

The Intelledox solution will save CASA countless hours throughout the document template change management lifecycle. In order to create or maintain a document template, the business user can now make those changes using familiar tools such as MS Word and integrate with data published by IT from line of business systems without the need to write a single line of code. This ability gives CASA a faster production cycle than was in place previously, giving the executive the ability to respond to ongoing legislative change, new program initiatives and changes in the industry. Corporate data is fully leveraged, and drawn from a range of line of business systems (including Changepoint, SQL database, TRIM, and Siebel) to populate required document fields. The finished document is delivered to the user in the required format.

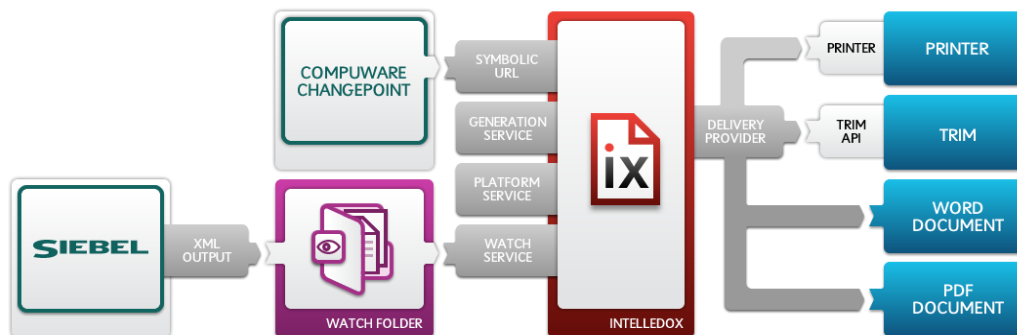
Business Benefits

Intelledox offers centralization of the document creation process which means that all templates can be accessed, generated, and maintained in one place. Intelledox has permanently changed document-centric processes at CASA, and delivered a range of benefits including:

- Business user-driven template development – no longer reliant on expensive specialist IT resources
- Seamless integration with existing infrastructure
- Improved leverage of investment in line-of-business systems (*TRIM, Siebel, Changepoint*)
- Increased productivity - documents are produced in seconds, not minutes and hours
- No coding – a simple solution that does not require computing proficiency of users
- Dramatic increase in the accuracy of all documents
- Increased security - access to the CASA document templates is permission-driven

ABOUT INTELLEDOX

Intelledox is a 4th generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in North America, Singapore, and the United Kingdom.



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