



QATAR AIRWAYS SELECTS ARCONICS FOR CDMS

News / Airlines



Qatar Airways today announced that it has engaged Dublin-based Arconics to implement an enterprise Corporate Document Management System (CDMS) for the global carrier.

The 10-year agreement was recently signed in Doha by Qatar Airways Group Chief Executive, His Excellency Mr. Akbar Al Baker, and Arconics CEO, Niall O'Sullivan.

The customised system based on the market-leading Arconics AeroDocs platform, 'Evolution 2', will provide a single centralised repository to revise and track in real-time all operational and non-operational company manuals and documentation for operational readiness.

The system will support all areas of the business that require access to documentation, including Flight Operations, Engineering, Ground Operations, Inflight Services, Cargo, Security, Human Resources, Finance, Commercial and a host of other areas.

The centralisation and consolidation efforts of the company manuals stems from the airline's desire to ensure all operational, maintenance and security documents are managed and coordinated, to effectively implement a versatile and user-friendly corporate document management scheme.

The AeroDocs platform delivers simple, web-based authoring of XML documents, secure storage, controlled audited distribution, and smart sharing and reuse of data across the airline. The platform gives all users across the Group, external partners and regulators access to documents, with fast search facilities and offline viewing capabilities.

Qatar Airways administrators will have real-time visibility and control of the distribution process, ensuring that all devices are updated and that all staff have access to the current version of documents. Arconics will integrate AeroDocs into existing Qatar Airways Group systems to minimise the operational overhead and assure accuracy of information and consistency across all systems.

The requirements outlined by the airline included enhancements to the AeroDocs system, which will give the carrier unprecedented capabilities to ensure consistency across documents, notify document owners when regulations relevant to them are updated, and provide a unified enterprise-wide KPI dashboard for document compliance management.

Qatar Airways Group Chief Executive His Excellency Mr. Akbar Al Baker said: "The airline is very conscious rapid expansion requires rigorous precision in how we manage that growth, and with the investment in enterprise technologies such as Arconics, we are addressing multiple needs of the

business in one single point.

“Effective communication and secure data exchanges are crucial when it comes to safeguarding our global operations. This highly-customised tool we have invested in supports our day-to-day operations, and further reinforces Qatar Airways’ commitment to deploying the leading technologies in its business – both on the ground and in the air.”

Commissioning the new system followed from a recent IOSA renewal – which Qatar Airways has passed consistently since 2003. Qatar Airways was the first airline to undergo the IATA Operational Safety Audit (IOSA) with 100% conformity. Now operating across multiple regulatory environments, Qatar Airways will utilise the CDMS to manage and track its compliance with EASA, FAA and QCAA Regulations, as well as conformity to IOSA Standards and Recommended Practices and enable document owners to respond swiftly and consistently to changing regulations and operational requirements.

Arconics CEO Niall O’Sullivan added: “The rapid adoption by airlines of mobile devices and the impending arrival of global broadband connectivity creates extraordinary opportunities to improve safety and compliance and create operational efficiencies on the ground and in the air.

“We are delighted to have been selected by Qatar Airways for this milestone project, which will deliver world-leading document management capabilities and we look forward to working with Qatar Airways over the next decade to help them improve their operational efficiency.”

The airline’s operational teams will begin training on the new system in the last quarter of this year, with full go-live scheduled for 2016.

Senior Vice President of Qatar Airways Group Safety and Security, Ashish Jain, looks forward to the roll out of the Arconics system, which his division will manage on behalf of the airline: “While traditional document management systems contain a database of corporate manuals and operating procedures, what we wished to invest in at Qatar Airways is a platform that supports long-term business objectives.

“In seeking the Arconics Evolution 2, our main aim was to develop an intuitive system that not only provides information, but includes features that will also enhance our operations and enable us to detect and address matters expediently.

“Qatar Airways approaches its safety and security operations with longevity in mind; and building technological enhancements is a primary focus in supporting the airline’s safety and security processes as it consistently attains double-digit growth, year on year.”

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