SoftAge

Digitization for One of the Largest Airlines across India

Value Added	SoftAge's Solution enabled airlines to access records anytime anywhere
Impact	Reduced the cost by 30%

Summary

SoftAge helped leading airlines to streamline the digitization of records by providing scanning solution, efficient storage and instant retrieval of records. The requirement included alignment of the process as per the airlines specifications and document management for better maintenance of the records. Also, the solution required to seamlessly integrate with existing core aviation system. Airlines turned to SoftAge, the trusted Process partner, SoftAge's Document Management Services as the solution.

Industry: Aviation

ABOUT THE CLIENT

The client is a leading global pure-play Travel Technology organization, providing integrated services and solutions to travel corporations worldwide in the areas of Information Technology (IT), Business Process Outsourcing (BPO) and Consulting.

CHALLENGE

As per the regulatory compliances it's mandatory for aviation companies to maintain record of all the employees, captains database, engineers and cabin crew staff. There was plethora of documents that was occupying hue space and important documents were getting misplaced. to retrieve physical documents from old archives was becoming very time consuming activity. This process of managing, maintaining, archiving and reproducing records was becoming a herculean task. The company knew, it needed a better solution. Client turned to SoftAge's Document Management Services as the solution.

CASE STUDY

APPROACH

The airlines deployed SoftAge Document Management solution for facilitating automated processing of documents. SoftAge initiated its Digitization solution ScanE by processing records of Indigo employees, captain's database, engineers and cabin crew staff. The challenge was to process lakhs of documents within a strict timeline. These physical records after digitization were further stored in SoftAge warehouse. SoftAge installed archival software for retrieving documents online anytime anywhere. Ticket number is generated after an online request and mailed to SPOC and warehouse in-charge. Within 4-24 hours record is made available as per requirement. This solution made all employee records easily accessible.

OUTCOME

▶ Facilitates automated indexing extraction, resulting in accurate retrieval

▶ It reduced time in searching documents and increased efficiency

▶ Accessing right information at the right time

▶ Proper Information management system

Talk to us about how we can make your business different and better.

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