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**A solution for Airbus:**  
Implementation of an innovative document  
management system.



ImageMaster from T-Systems provides Airbus with an enterprise-wide document management system (DMS) for all its construction data.

## **The ImageMaster DMS streamlines archiving and management of Airbus documentation.**

**The customer.** Airbus is a leading manufacturer of airliners and boasts the world's most modern and comprehensive fleet of aircraft, ranging from 100 to 500 seats. The joint venture between EADS and BAE Systems caters to all market segments. Since it was formed in the seventies, the company has sold over 2,800 airliners to 180 customers and has an order book with 1,500 more aircraft to be delivered over the coming years. Airbus is a global company with some 45,000 employees from all over the world at development and production sites in France, Germany, the United Kingdom and Spain, and is represented in the US, Japan and China. In 2001, Airbus generated sales of € 20.5 billion. Airbus operates parts warehouses and training centers in Europe, the US and Asia, and offers all airlines with Airbus fleets around-the-clock customer service, helping them maximize their return on investment.

**The challenge.** A document management system was required to manage approved engineering data, such as the CAD/CAM drawings and bills of materials required for the design and manufacture of passenger aircraft. Almost three million documents had to be migrated from the legacy solution to the new system.

The huge volume of data to be processed, the need to tightly integrate the system with a number of operating systems and processes, and the high demand for quality posed a significant challenge. The DMS system is effectively the nerve center of aircraft production. This means that a system outage would result in a serious delay in production. In addition, ensuring that archives cannot be changed or edited is very important for an aircraft manufacturer like Airbus – especially with regard to product liability legislation. T-Systems took on the challenge of meeting these demands.

**System requirements.** The prime goal was to create a single, unified platform for Airbus design data that could be accessed by thousands of users. A central function of the system is to capture, store and output data, as well as to create secure, long-term archives that will still be available in 30 years' time (as required by law). In addition, the database structures from the old system had to be converted to the ImageMaster database model, a T-Systems product, and the existing three million files had to be migrated to the new system.

**The T-Systems solution.** T-Systems was selected by Airbus as a long-term and reliable partner largely because it can enable design data to be archived securely and reliably for at least 30 years – and once archived, the files cannot be manipulated. Based on its ImageMaster DMS system, T-Systems planned and implemented a document management solution that met all these requirements. The T-Systems teams also installed ImageMaster at 16 sites across Europe.

The networks linking the servers at the various sites will also be operated by T-Systems, which is rare for this industry. The T-Systems solution combines IT and telecommunications solutions, because these servers exchange documents using Deutsche Telekom data lines. Mobile access to the documents via cell phone is also planned. This is particularly useful for maintenance engineers, who often require information while they are working on aircraft – without access to a PC. In addition, T-Systems also provides a hotline and support services.

**Customer benefits.** By implementing the ImageMaster standard software from T-Systems, Airbus can reduce its long-term development, maintenance and operating costs to a fraction of their former levels. The innovative long-term archiving solution allows Airbus to meet the criteria laid down by product liability legislation.

In addition, Airbus benefits from Europe-wide access to its documentation and from encrypted data transfer to its worldwide partners. The solution fully satisfies the company's high requirements as regards reliability, security and performance.

### **At a glance:**

- Migration of around three million files to the ImageMaster database model
- Sophisticated distribution of data and documents across 16 servers in Europe
- Large-format output of documents (using plotters, for instance)
- Triple archiving (RAID system, master archive and slave archive)
- Encrypted data transfer to worldwide partners
- Integration with the Airbus PDM (Product Data Management) system
- Hotline and support services

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