



NAVIGATOR

comprehensive low-code platform
for document workflow and process automation

CASE STUDY

Delivery and implementation of the Document Workflow and Archiving System at LOT Aircraft Maintenance Services Sp. z o.o.

www.archman.eu



ABOUT THE PROJECT

LOT Aircraft Maintenance Services (LOTAMS) is part of the Polish Aviation Group. The company offers a full range of maintenance at the base, line, and shop maintenance levels, as well as painting and aesthetics. The company has been operating as an independent entity since 2010.

Responding to customer demand and the challenges posed by the rapidly changing aviation industry, LOTAMS is constantly expanding the range of services it offers, focusing primarily on the continuous development of its highly qualified staff. The company employs more than 1,000 specialists who are able to provide continuous, uninterrupted service on six base service lines at the same time as full line service with extensive workshop facilities. The performance of tailored services is made possible thanks to specialized in-house training, enabled by Part-147 certification.

In addition, LOTAMS employees participate in numerous training courses organized by aircraft manufacturers, so that the company is prepared to handle the most modern aircraft in the world.

ABOUT THE PROJECT

LOTAMS is the only certified design organization in Poland (Part-21J certificate), which, according to EASA standards, can design and certify modifications and repairs of all types and models of aircraft

with a maximum takeoff weight of more than 5,700 kg in the field of graphic robes and interior furnishings of passenger cabins.

LOTAMS is a recognized MRO base on the European and global market, to which airlines from all over the world entrust their fleets.

LOTAMS' mission is to offer the highest quality services by performing technical inspections according to the highest standards to ensure the reliability of flight operations and the safety of passengers.



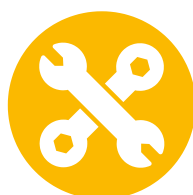
ENTERPRISE

LOT Aircraft Maintenance Services
Sp. z o.o.



Employment

1400+ employees



INDUSTRY

Aviation



KLIENTS

Worldwide

AIRCRAFT MAINTENANCE SERVICE PROVIDER SEEKS ELECTRONIC WORKFLOW AND ARCHIVING SOLUTION

LOTAMS operates in an industry that is constantly evolving and modernizing, while being subject to the stringent regulations of the aviation industry.

One of LOTAMS' core values is innovation. The company makes every effort to keep abreast of the latest developments in technology, while remaining in compliance with the rules and regulations. The increasing number of customers and aircraft being serviced, as well as market trends, increase the need to hire highly qualified technical staff.

This entails an increase in HR, payroll, administrative, specialized and financial documents.



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One of the key elements during the selection of the solution was the fulfillment of functional requirements and the number and quality of "typical and standard" workflows preconfigured in the system for documents from different categories.

-Bożena Bolek, Deputy Director IT, LOTAMS

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FUNCTIONAL REQUIREMENTS AND LOTAMS' EXPECTATIONS FROM THE SOLUTION PROVIDER

LOTAMS was looking for a vendor to provide implementation, maintenance and servicing of a Document Workflow and Archiving System that meets specific functional requirements and complies with RODO regulations. The implementation work was to be carried out in the form of workshops and training sessions with administrators and key users. This approach was intended to impart the detailed knowledge needed for further independent development of the System. In addition, integration of the new Document Workflow and Archiving System with domain systems was planned.

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When choosing the solution, what was important for us was the simplicity and intuitiveness of defining and modeling processes, the possibility of building support for further processes on our own, the availability of various builders as standard, including: forms, notifications, printouts, reports.

-Bożena Bolek, Deputy Director IT, LOTAMS

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PROVISION AND IMPLEMENTATION OF THE NAVIGATOR SOFTWARE AS PART OF THE DOCUMENT WORKFLOW AND ARCHIVING SYSTEM

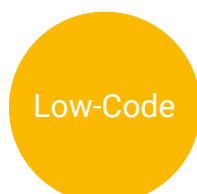
The NAVIGATOR system provider reviewed existing processes and documents as part of the pre-implementation analysis. After installation and configuration of the system, support for the organizational structure was implemented, along with a grid of authorizations and integration with the Active Directory user database. In the next step, "standard and typical" document templates were uploaded along with modeled Workflow processes, which can be used for further expansion and adaptation to existing processes and LOTAMS' needs.

In the next stage, a series of workshops and training sessions were conducted for a group of system administrators and key users, the so-called Key Users, whose goal was to jointly develop digital document templates selected during the pre-implementation analysis, along with the configuration of their electronic circulation processes based on the process analysis.

For document confirmation, the use of qualified or ordinary electronic signatures has been configured, depending on the process. On the other hand, the process of registering and processing documents was supported by an OCR + AI service using artificial intelligence algorithms to capture, recognize and classify documents, along with support for scanners and email inboxes.



Workflow



RAD/Low-Code



OCR+AI



eSign

STAND-ALONE DEVELOPMENT OF THE SYSTEM BY LOTAMS ON THE NAVIGATOR PLATFORM

The knowledge gained by LOTAMS specialists during the workshops conducted for Administrators and Key Users made it possible to develop the system on their own. As a first step, LOTAMS specialists designed HR processes fully on their own, which were then put into production after the testing phase. The plan is to improve further processes by digitizing and automating them using the available tools on the NAVIGATOR platform. The system provider supports the Key Users of the company in the process of creating new document templates and process flows as part of the technical support and author care services provided.

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The implementation workshop model has played a key role in the successful development of the platform. Thanks to the knowledge we have gained, we are able to design new processes on our own, as well as improve existing ones – all the while being aware of the full support of Archman consultants.

– Robert Olejniczak , .NET Developer, LOTAMS

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SUMMARY

IT professionals at LOTAMS can now build and implement their own solutions on the NAVIGATOR platform when needed. Once implemented, IT administrators can streamline and implement support for further processes without having to outsource the work to a software provider.

Close cooperation with Archman has helped LOTAMS' IT team expand its expertise in operating NAVIGATOR on its own. For example, LOTAMS used the knowledge gained to digitize traditional applications for employment and for changes in terms and conditions of employment, delegation requests and delegation billing, and to automate their workflow processes.

LOTAMS plans to use the NAVIGATOR platform to integrate with, among other things, systems that monitor the execution of key maintenance processes, providing business value to the entire organization.



We look after every detail



LOTAMS

AIRCRAFT MAINTENANCE SERVICES