

IBM and Enigma Deliver New Technical Document Management and Delivery Technology for Airline Industry

New Solution Helps Automate and Streamline Aviation Maintenance and Repair

Armonk, NY— September 26, 2006 — IBM today announced new software for the aviation industry designed to improve fleet maintenance operations, reduce operational costs and help improve regulatory compliance. The solution for Maintenance Repair and Overhaul (MRO) helps automate processes and quickly deliver critical repair information to the line maintenance technicians who need it to improve aircraft repair turnaround time, and optimize the efficiency and consistency of airline maintenance.

The IBM Technical Document Management and Delivery Solution brings together software from the IBM Content Management portfolio, proven aviation industry best practices based on years of IBM business consulting expertise, and business expertise and technology from Enigma, Inc. to deliver a fully integrated solution that can be deployed in a few months for substantially less than similar aviation solutions on the market today. When used with an airline's existing MRO system, the solution provides immediate visibility into the latest maintenance change notices and helps automate document management.

Aircraft require scheduled or unscheduled service at each airport and every service event must be documented and maintained according to strict regulatory requirements. Managing this information consumes extensive time and manpower since every aircraft consists of many different configurations, and because this information often resides in a complex IT environment consisting of multiple databases and business applications.

Additionally, it is slow and costly to author and revise technical publications, often requiring manual, paper-based editing and reviewing. As a result, maintenance information is often outdated or incomplete, adding cost and creating compliance risks. The new solution simplifies the maintenance challenge by quickly providing access to information spread across multiple information systems so that engineers can easily update and distribute technical publications, and technicians can efficiently perform maintenance and repairs. IBM Document Manager, part of the IBM content management portfolio, also tracks all changes in the authoring process to help ensure compliance with government regulations.

“Our customers in industries with heavy dependence on MRO are faced with the need to reduce the time and cost of maintenance while ensuring safety and impeccable maintenance quality,” said Raul Arce, vice president IBM Travel and Transportation. “This new solution accelerates the work of maintenance and engineering departments by ensuring the most accurate service information is at their fingertips with visibility into crucial inventory, supply chain and scheduling systems.”

The Enigma 3C® platform provides an integrated aircraft encyclopedia that allows maintenance technicians in the field and in the hangar to see all of the latest service manuals, parts catalogs and troubleshooting guides, customized for each specific aircraft. In addition, it allows the solution to be easily integrated with enterprise resource planning, inventory and maintenance scheduling systems, enabling the creation of customized task cards giving technicians visibility into the entire maintenance process. The combined solution makes it easy for airlines to efficiently create an easy to use, one-stop-shop maintenance solution for technical document management and workflow.

“Both Enigma and IBM have deep roots and significant expertise in aviation maintenance, so bringing the power of IBM sales and services together with Enigma in this industry is powerful,” said Jonathon Yaron, CEO of Enigma. “This new solution offers our customers a comprehensive tool to automate the flow of information among aircraft engineers, parts managers, and maintenance technicians.”

About Enigma

Enigma is the only software company delivering a complete aftermarket platform that improves the profitability of the installation, operation and maintenance of complex equipment. Enigma creates a dynamic encyclopedia of service, parts and diagnostic information, captures technicians' expertise and connects to vital corporate systems to manage an optimal service and support workflow. By turning service and support into business opportunity, Enigma maximizes customers' profits through improved workforce productivity, parts logistics and equipment uptime.

About IBM

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