eMan simplifies document distribution for Era Helicopters

HELICOPTERS LLC

Era Helicopters LLC, established in 1948, is the longest serving helicopter transport operator in the industry. Era has over 170 helicopters operating in support of offshore oil and gas transport, air medical services, search and rescue operations, firefighting, flightseeing and disaster relief efforts.

Era is also one of the largest helicopter transport providers in the world, which includes leasing helicopters to third party operators across the globe.

In Search of Excellence...

The continued growth of Era's worldwide operations in over 25 locations brought with it the considerable challenges in managing the plethora of technical documentation required for the continued airworthiness and maintenance of its global helicopter fleet. Multiple OEM formats combined with a multitude of loose Service Bulletins, Airworthiness Directives and other miscellaneous documents were stressing Era's ability to maintain robust version control and deliver current documentation to its 225+ maintenance technicians.

It became clear that Era needed a solution to effectively manage all technical documentation and eliminate the increasing cost of managing duplicate sets of publications.

eMan is a product of AVIIT

eMan

To Build...

The challenges appeared deceptively simple to address: create a centralized store of documents that can be distributed via the network or portal. A specification was created that identified many of the technical and operational requirements.

Era began the task to centralize their technical library by gathering and loading the content onto a central server environment. However, it became apparent that OEM data is frequently contained within bespoke applications that often required different and sometimes-conflicting software to run. An apparently straightforward project was rapidly increasing in scale and complexity. IT resources were being further pressured as this turned into a significant software development project.

Other options had to be explored.

...or Buy

The eMan Solution was built for the aviation industry and specifically designed to centralize the management of all electronic publications regardless of format or application. eMan provides a simplified web portal interface for end users and a robust publishing tool for Administrators.

With eMan, all publications are centrally located within the eMan server environment. Using the eMan Admin tool, administrators can quickly publish, organize and manage a majority of content without IT assistance.

eMan's delivery of the data via a thin-client interface eliminates the need to download any applications, viewers or documents before accessing. This greatly reduces the need for IT support.

Benefits realized include:
- Up to 75% reduction in subscription costs
- Up to 10% increase in end user productivity
- Up to 25% reduction in library management time
- Elimination of need for hardcopy distribution
- Minimize IT support of end user devices
- 100% version control of all documentation
- Improved end user behaviors with auditable reports for compliance

"With Era's global operations, we needed a cost-effective solution to centralize our technical libraries, and to improve our version and revision control processes. After careful research of available products, we found that eMan was the right solution and that there would be an immediate quality control benefit in addition to significant cost savings.

One of our goals in implementing The eMan Solution was to lower costs and to improve efficiencies in our maintenance department. By centralizing our technichal publications with eMan, all technical documentation company-wide is revised centrally, and version control is assured. We will virtually eliminate the need to distribute technical documentation via paper manuals and will drastically reduce the labor and management costs associated with maintaining multiple sets of paper publications.

By having all applicable content easily available from a single centralized access point, we can further enhance the overall safety of our maintenance operation and the service we provide to our customers."

Stuart Stavley, SVP Fleet Management
Era Helicopters LLC

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