

## Introduction

# eMan streamlines document distribution for Metro Aviation

## The Requirement



Metro Aviation was incorporated in 1982 as a helicopter charter, flight training and maintenance operation. It entered the air medical service business in November 1983 with only two used Hughes 500-D helicopters providing helicopter ambulance services.

Today, Metro Aviation's fleet has grown to over 100 aircraft and its reputation for excellence in helicopter transportation services is internationally recognized. Metro Aviation has air medical transport operations throughout the US and has developed and received FAA Supplemental Type Certificates (STCs) for many air medical components and installations, including fixed and rotor-



wing. This technology is now in place in a wide variety of helicopters working for programs throughout North America, the Middle East, Europe and South America.

## Supporting Growth

As Metro Aviation's Air Medical services division grew, so did its technical library. Maintenance publications for the 11 different model airframes and the expanding number of locations arrived in a combination of both paper and electronic media. It was no longer easy to identify what document revision was in use at which location. Users were spending an increasing amount of time verifying revision currency and less time actually working on aircraft. Maintaining operational and version control was dependent on constant feedback from users in the field.

Management of the entire technical library, in multiple formats, quickly became overwhelming. Identifying a better, more efficient solution became necessary.

## The Solution

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## Client Perspective

Documents arriving at Metro's main location needed to be inventoried, categorized, re-packaged and onward shipped to the appropriate Metro locations. The receiving location would itself inventory what was received, update all of the effected publications, update the revision records and any other associated compliance documents to ensure accurate version control. This process was repeated at each location every time revisions were issued.

Metro Aviation needed to simplify its revision process, eliminate duplicate subscriptions, implement effective version control and improve compliance. The decision was made to convert all paper documents into an electronic format either through OEM CD/DVD or scanning to PDF, then find a way to efficiently manage these publications so that all Metro's users could easily find what they needed, when they needed it, and be confident that they were using the current version.

After exploring many options, Metro Aviation was introduced to eManWeb, a cloud-based library management tool created specifically for the aviation industry. This allows the central management of all electronic documentation regardless of source, provides instant access to end users, and captures version and compliance metrics for management reporting.

Now Metro Aviation loads its revisions onto eManWeb where they are stored in a cloud-based, centralized Technical Library. eManWeb manages the update of all publications, records revision dates and numbers and provides management with user statistics when publications are required. eManWeb virtually eliminates IT support requirements because nothing is installed on the users' machines.

Benefits realized include:

- 100% version control of all documentation
- Up to 50% reduction in subscription costs
- Compliance reporting by user name with revision dates and numbers of manuals
- Elimination of need for local Technical Libraries
- Minimized IT Support of end user devices
- Enables mobile working on laptops, iPads, Surface tablets

"Very seldom does a product come along that has the potential to truly and substantially reduce workload, increase productivity and assure compliance with the Federal Aviation Regulations like eMan"

**Milton K. Geltz**  
Managing Director, Metro Aviation Inc.

"Now, in addition to all the other labor-saving and safety-enhancing benefits we've already realized since implementing The eMan Solution, including lower IT support overhead, elimination of paper revision distribution and improved version control, adding the iPad's unique characteristics of lighter weight, portability, ease of use, enhanced graphic and image functionality and internet connectivity will serve to make eMan an even more flexible business-process improvement. Paperless technical publications are the future."

**Sam Sprute**  
Director of Maintenance, Metro Aviation Inc.

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