![Imaginet logo]

Case Study

International Airline client

From assessment to implementation, Imaginet modernized this clients most critical business processes and improved compliance using Microsoft SharePoint.

> ❝❝ *Maintaining current documentation effectively in the airline industry can be challenging. My experience working with David and Jeremiah was a demonstration of how it can be made easier. Their organization and follow through helped our company build an automated process to control these challenges, and maintain a database of retrievable information for trending. It was that face to face understanding of our process from paper to product. Working with Imaginet opened up our capabilities to learn for ourselves effectively to mitigate for future hazards and improve continuously.*
>
> *Quality Assurance Manager*

Overview

Industry:
Airline

Customer Profile:
International client is a commercial airline based in Manitoba, Canada and operates both small regional airplanes and commercial jets.

Business Situation:
Client experienced challenges with their Quality Assurance (QA) and Safety Management System (SMS) processes to stay compliant with Transport Canada regulations.

Solution:
Imaginet was selected to assess and implement modernized quality and safety management system (SMS) processes using a SharePoint solution utilizing complex, automated workflows and forms-based approach.

Value Provided:
1. Improved compliance
2. Reduced inefficiencies via automated workflows and "smart" routing
3. Modernized and consolidated end-to-end safety management processes
4. Increased tracking and visibility through trending reports

This client approached Imaginet for assistance with designing and implementing new fully modernized Quality Assurance (QA) and Safety Management System (SMS) business processes using Microsoft SharePoint and InfoPath technologies. The goals of this project were to improve compliance, reduce inefficiencies via automated workflows and "smart" routing, increase tracking and visibility, and create modernized and consolidated end-to-end safety management processes.

Imaginet began by conducting an interactive, collaborative Business Requirement Assessment to review existing safety processes and current pains. The ideal process was then defined, and interface design templates were created to represent the potential user experience (UX) with the proposed solution. Once the design was approved, Imaginet undertook the development and testing of the proposed SharePoint solution using an iterative agile approach, allowing Imaginet to regularly incorporate client feedback and changes into the solution. Customized training and best practices mentoring were also provided by Imaginet in order to ensure quick adoption of the new processes.

Imaginet's new fully modernized QA/SMS SharePoint solution resulted in: greater compliance, reduced process inefficiencies, improved record and data accuracy, increased visibility and tracking, enhanced end-user experience, and improved overall safety the client and their customers.

Situation

Since 1962, this client has successfully served as one of the dominant regional airline for Central Canada. With compliance and safety being top of mind, this airline leverages Quality Assurance (QA) and Safety Management System (SMS) processes to help identify and correct safety issues before they become bigger safety risks and to stay compliant with Transport Canada's legal regulations.

This client experienced several critical compliance challenges with their existing QA and SMS systems that caused routine inefficiencies and fines from Transport Canada. Data and records were often mismatched between the manual processes and the electronic systems, and they found it difficult to fully trace their QA and SMS processes end-to-end.

In addition, irrelevant requests not related to safety were being generated inside the safety management system, including help desk requests, IT tickets, and other non-critical issues. This resulted in enormous noise and process inefficiencies. The client knew that these issues must be solved quickly in order to meet legal regulations and to ensure the maximum safety of their airline.

Client Goals included

1. Establish a modernized, traceable end-to-end SMS process with a more consolidated, intuitive interface

2. Create automated workflows and "smart" routing to appropriately route issues to the right downstream process

3. Create trending reports to better track recurring issues and increase overall tracking and visibility

Solution

Imaginet began by conducting an interactive, collaborative Business Requirement Assessment to review existing safety processes and current pains. From this session, an ideal process map was defined that included business requirements, process flows, escalation paths, and desired actions when gates or thresholds are not met. Imaginet then designed and created interface design templates in order to provide a potential user experience (UX) representation of the solution elements, such as content repositories, InfoPath forms, and business process workflows.

Once the designed solution was verified and signed off, development and testing of the proposed SharePoint solution began. This phase leveraged an iterative agile approach, which allowed Imaginet to regularly incorporate client feedback and changes into the solution design. Imaginet also performed the data migration from the legacy system to the new QA/SMS SharePoint solution.

In order to ensure the success of the new QA/SMS processes and SharePoint technologies, Imaginet provided best practices and customized training to the various client teams. This helped to ensure quick adoption of the new processes and rapid knowledge transfer.

Implementation:

Total time: 4 months

Imaginet Team:

SharePoint Solutions Architect

InfoPath Specialist

Project Manager

Client Team

SMS Manager

QA Manager

Investigations Manager

IT Director

Environment:

Microsoft SharePoint Enterprise

InfoPath

Visual Studio

Benefits

Imaginet's new fully modernized QA/SMS SharePoint solution solved numerous client issues.

1. Greater compliance with Transport Canada's legal and safety regulations, resulting in improved overall safety for the client and their customers

2. Significantly reduced process inefficiencies and manual routing efforts as a result of the SharePoint automated workflows and "smart" routing

3. Improved record and data accuracy due to the new fully traceable, end-to-end SMS system, thus eliminating the problem of mismatched records

4. Increased visibility and tracking via the enhanced reporting and trending information that provides a clear picture of the current safety statuses and longer-term trending statistics

5. Improved end-user experience as a result of the updated and modernized SharePoint and InfoPath user interface

Imaginet's Unique Process

Imaginet's SharePoint Solution had four distinct phases designed to ensure a successful design and implementation goals and objectives.

In the **Plan Phase**, we conducted an interactive and collaborative Business Requirements Assessment with the customer in order to establish a common understanding of the vision, the current environment, and the customer's goals and objectives.

Next, in our **Design Phase**, we translated the business requirements into a SharePoint solution design, including wireframes of the forms, workflows, repositories, etc. This design provides a full visual representation of the solution and how it will function.

In our third phase, the **Deploy Phase**, we implemented and tested the operational SharePoint solution using a flexible agile development methodology.

Finally, in our **Review Phase**, we provided best practices and customized mentoring to ensure the success of the new processes and SharePoint technologies.

Imaginet's unique four phase SharePoint Solution program provides SharePoint best practices and processes, industry-best implementation services, team mentoring, and a flexible engagement model that produces unmatched results.