

DocuSign Makes Heavy Processes Take Off for Aerospace Company

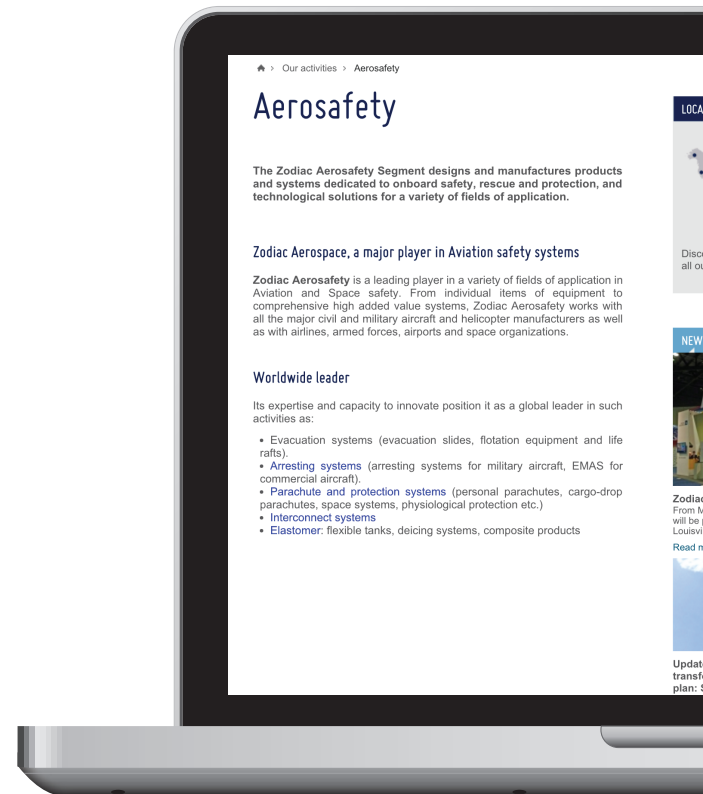
Smooth flight from paper-based processes to electronic workflows

Background

A large American aerospace engineering company works on aircraft modification, certification, design, manufacturing, integration and management activities, all of which require Federal Aviation Administration (FAA)/European Aviation Safety Agency (EASA)/Foreign Regulatory Agency (FRA) approvals. The company serves domestic and international airlines, airline leasing and finance companies, aircraft system integrators, airframe OEMs, and aircraft modification centers worldwide.

Challenge

The company's Engineering department maintained a workflow that required 3,000 signature authorizations every month. They needed a solution that would allow their documentation to be kept electronic at all times by replacing the expensive and time-consuming quality check process that started after the Engineering department drafted drawings in AutoCAD. After the documents were converted to PDF, they were printed and routed in order to collect signatures from up to seven engineers, and then scanned back in to be electronically archived and routed to customers.



Top Benefits Achieved

- ✓ Immediate 60% reduction in the number of printed documents
- ✓ Compliance with FAA, EASA and FRA regulations regarding electronic signatures
- ✓ Quick and seamless integration in a multi-user, multi-location environment

Multiple signers on complex engineering documents that need to comply with FAA regulations

The company needed to streamline this and other similar processes in order to cut costs and reduce turnaround times. Since any solution would have to work across the entire enterprise, it would have to be easily scalable and accessible by numerous departments in multiple locations. The solution would also have to be compliant with the guidelines listed in the Federal Aviation Authority (FAA) Advisory Circular 120-78 which govern the use of electronic signatures and require them to be secure and traceable, while allowing for the scope of the signature to be easily interpreted.

In addition to requiring files to be portable between organizations, the company determined that their electronic signature solution needed to be globally verifiable over time, be able to grow seamlessly with the company, work with third parties for the life of the documentation, and provide the ability to archive documentation for seven years in compliance with regulations.

Solution

The company decided that an electronic signature solution was the key to moving from an expensive and tedious paper process to an efficient electronic workflow. They chose the DocuSign Signature Appliance from DocuSign, the most trusted on-premises signing solution for regulated industries and markets, because it provided them with the perfect solution for all of their challenges, and ensured that their documentation stayed completely electronic throughout the entire process.

DocuSign Signature Appliance, formerly CoSign Central, provided the company with the capability to place multiple graphical signatures, time stamps, and reason codes on electronic documentation, satisfying company workflow and industry requirements. Its out-of-the-box integration with Active Directory enabled an effortless enrollment and management of signers, along with the assurance of authenticating signers at the time of signing using their corporate login credentials. In addition, the Signature Appliance's easy-to-use integrations with the company's existing software were easily adopted by company employees following a very brief training period.

The Signature Appliance enabled third parties to seamlessly verify the identity, intent, and integrity over the life of the electronically routed drawings, and satisfied the guidelines set forth by FAA Advisory Circular 120-78 by maintaining the authenticity of electronic records throughout their lifecycles with its use of industry-standard digital certificate and signature technology.



With the DocuSign Signature Appliance, the engineering documentation process was cut from days to minutes, allowing the engineers to process their overall workload at a much faster pace so they can handle more projects simultaneously."

- IT Director



Results

By implementing the DocuSign Signature Appliance signature solution within their Engineering departments, the company was able to quickly overhaul its antiquated workflow and improve it significantly. The solution allowed engineering documents to remain electronic through their entire signing processes, allowing for expedited workflow, e-archiving, and communication with their client base. Once deployed across the company, the solution delivered a 60% reduction in the number of printed documents.

In addition to enabling numerous engineers to electronically sign their engineering drawings using digital signature technology based on international standards, the DocuSign Signature Appliance solved all regulatory compliance issues and satisfied organizational requirements for scalability and multiple-location deployment.

Utilizing the DocuSign Signature Appliance, the company has been able to electronically sign hundreds of documents per month, placing as many as seven signatures on each document. The ease with which documentation is routed has cut the engineering documentation process from days to minutes, allowing engineers to process their overall workload at a much faster pace. In addition, the Document Control Manager's workload has been reduced significantly by reducing the need to scan, photocopy, print, and manually ship thousands of pieces of documentation, allowing for more projects to be processed simultaneously, faster and more accurately.



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