



# An Aircraft Certifying Organization **Transforms its Certification Process with Newgen**



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**Minimized the lead time by 75% and empowered various users spread across 18 branches**

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# Who's the Client?

The client is a regulatory body operating under the Ministry of Defense. It certifies aircraft and associated components and tools for military purposes. During the aircraft design process, whether it involves hardware or software components, design agencies (DAs) are mandated to secure certification from this regulatory organization.



## Client's Pain Points

The client's existing system proved to be a major hindrance, characterized by various challenges. Manual processing of critical tasks, such as the certification and the physical movement of files and correspondence led to a high rate of errors and lack of transparency across system. The absence of a common platform, along with the dependency on disparate applications, impeded seamless operations. Improper tracking of requests and a lack of effective deadline management ultimately resulted in project delays. Moreover, the organization's lack of uniformity stemmed from various departments working in silos, each with its distinct workflows, further complicating their operations.

### *The Regular Industry Approach to Address These Pain Points*

*An effective industry approach for a regulatory body would have involved aligning with the Ministry of Defence's requirements. This means developing comprehensive compliance solutions, document management systems, and workflow automation tools to streamline the certification process.*



## How Did Newgen Treat It Differently?

Newgen distinguished itself by providing advanced simulation and testing tools, secure collaboration platforms, and robust data security measures. Offering training and education, tailored support, and a commitment to continuous improvement further solidified Newgen as a trusted partner in ensuring the safety and airworthiness of military aircraft.

## The Road to Transformation with Newgen

What the Client Needed?

**Process Automation (BPM)**

How Newgen's Solution Worked?

Leveraging Newgen's BPM, the client optimized e-certification process for aircraft airworthiness. The deployed system has transformed the way design agencies interact with the certifying organization.

Design agencies now onboard online, securely request and share projects, with data transmission facilitated through a customized FTP on a private network. The certifying organization efficiently evaluates and approves design projects, collaborating with DAs to finalize documents and milestones. When all documents are endorsed and milestones are achieved, DAs qualify for certification, resulting in a faster, more accurate, and compliant certification process.

## What the Client Needed?

### Document Management System (ECM)



### Digital Workspace/Office Automation



### Reporting & Dashboard



## How Newgen's Solution Worked?

The document management system features advanced scanning and digitalization capabilities, supporting both centralized and decentralized scanning processes. Additionally, an Enterprise Document Management System (DMS) has been introduced to create a unified content repository, enabling comprehensive document management. Within this system, critical documents, such as project breakdown structures, aircraft test reports, design documents, and certificates, are stored and organized, greatly improving document management and accessibility throughout the organization.

- Define and enforce access permissions based on user roles. This ensures that only authorized personnel can access sensitive documents
- Implement encryption for data both in transit and at rest. This protects documents from unauthorized access, especially during transmission and when stored on servers
- Implement versioning for documents to track changes and revisions. This helps in maintaining document integrity and allows administrators to roll back to previous versions if necessary

The client leverages Newgen's digital workspace management to enhance internal communication, document management, and task assignments among different departments

To keep a track of project delays in documentation and ensure efficient reporting and oversight, the dashboards gave detailed insights into the live updates on the status of cases, documents, and important data. Additionally, CAIR application integration through network programming and custom FTP enhanced overall operational efficiency.

# Business Benefits Achieved



## Reduced Lead Time

Achieved an impressive **75% reduction in lead time** through digitalization



## Higher Employee Productivity



**Optimized tasks**, enabling knowledge workers to focus on high-value activities, boosting workforce efficiency



## Better System Efficiency



**The unified platform enhanced document management**, leading to significant improvements across processes



## Effective Deadline Management



**Streamlined project deadline management** while enabling control over processes



## Improved Organizational Transparency



**Ensured transparency at all levels**, fostering better communication and collaboration within the organization

# In Conclusion

The transformation of the aircraft certification process through Newgen's solutions has been a success for the regulatory body. Not only did it significantly reduce lead time and improve employee productivity, but it also enhanced the system's efficiency and introduced effective deadline management. By embracing digitization, e-governance, and personalized dashboards, the client now operates more efficiently, with streamlined processes and better transparency, ultimately contributing to informed decision-making.

## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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