Argo Turboserve Corporation

ATC managers determined that an enterprise content management (ECM) system would help streamline processes in its nuclear and aerospace divisions. Though the aerospace division had an imaging archive system, it was cumbersome, not user-friendly, and didn't connect with ATC's other business software, Microsoft Dynamics AX. After evaluating vendors, they chose a process and content management solution from Lexmark. Perceptive Content led the pack for its ability to integrate with AX and work within the context of each employee's specific needs.

Challenge

Whether entrusted with nuclear safety, FAA requirements, or the critical management of inventory, superior quality and customer satisfaction are paramount to ATC's performance goals. That's why ATC decided to tackle the problem of slow document retrieval within its divisions that delayed processes. ATC managers determined that an enterprise content management (ECM) system would help streamline processes in its nuclear and aerospace divisions. Though the aerospace division had an imaging archive system, it was cumbersome, not user-friendly, and didn't connect with ATC's other business software, Microsoft Dynamics AX. After evaluating vendors, they chose a process and content management system from Lexmark.

Perceptive Content led the pack for its ability to integrate with AX and work within the context of each employee's specific needs. "We chose Perceptive Content for its integration capabilities with Microsoft Dynamics AX," says Art Johnston, CIO at ATC. "We can work in AX with the Perceptive Content icon right on the screen, in the right place for each function in the company. Purchasing, sales and inventory all see the Perceptive Content icon on their screens where they need it, and up pops the document they need."

Solution

Connecting two disparate offices

Using Perceptive Content allows engineers in the Tennessee office instant access to drawings and technical specs that are physically stored in large binders at ATC's New York facility. Previously, in order to refer back to these drawings for incoming orders, an engineer would have to make a request to the New York office and wait for an associate to locate the right document, then scan or fax it

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Meet Argo Turboserve Corporation

Argo Turboserve Corporation (ATC) provides world-class customized supply chain management and engineering services. Headquartered in New Jersey, ATC is one of the most innovative suppliers to the Fortune 500 and the federal government with its Nuclear, Aerospace, Industrial and European Oil & Gas divisions.

▶ **Headquarters:** Lyndhurst, NJ

▶ **Founded:** 1996

▶ **Focus:** Supply chain management for nuclear, aerospace and industry.

Products in use: Perceptive Content

to the engineer. With Perceptive Content, engineers have instant access to the documents they need online, eliminating any delays to their work and reducing the administrative effort of the old manual process.

"Using Perceptive Content is a huge productivity enhancement," Johnston says. "From an engineering standpoint, using Perceptive Content saves them about 40% of their time. They're actually doing more work instead of waiting on someone to find the right document and transmit it back to them."

ATC Aerospace is a full service provider for aftermarket and production parts in the aerospace industry, managing more than 26,000 parts. Handling thousands of shipments from hundreds of suppliers involves a lot of interaction with customers and suppliers, making it critical that ATC associates have the documentation they need at their fingertips.

Perceptive Content allows purchasing, receiving, sales and marketing to access quality and technical documents related to parts directly from their AX screens. As documents are scanned or imported into Perceptive Content, they are linked to the corresponding record in AX using common index values, such as part numbers.

"When we used a document management system separate from AX, employees had to go back and forth between the different systems, and sometimes it would take them awhile," Johnston says. "It could be difficult to find things based on the index values in the old system, which may not have been set up the same as in our ERP system, so it was cumbersome and error-prone."

The immediate access to information gives purchasing and receiving all the information they need within a few clicks, and sales associates have a full view of all the documentation for parts and any subsequent parts that should be sold with them.

Results

Improving turnaround time

ATC saw immediately that using Perceptive Content was helping to expedite work orders and improve turnaround time for repairs.

"With Perceptive Content, we plan on improving our turnaround time for repair orders from 45 to 15 days," says Johnston. And improving turnaround time translates into more business and a better relationship with ATC's customers. "Perceptive Content is a tremendous enhancement for our processes. We're very process oriented here, and it makes us more efficient in serving our customers," Johnston says.

Ease of use and administration

One of the greatest benefits of Perceptive Content for ATC is the system's flexibility and user friendliness. "Perceptive Content empowers the users because they can modify processes on their own to meet different business rules. It's very flexible, with minimal IT involvement," Johnston says. "Perceptive Content is in the top tier for ease of use."

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Art Johnson
CIO, Argo Turboserve Corporation

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The organization is planning to expand use by building more workflows that will streamline the supply-chain operation processes, and to use Perceptive Content in accounts payable and human resources. As the solution grows, Perceptive Content will continue to help ATC serve its customers efficiently and effectively, contributing to greater ROI for its customers.

Read and watch more stories of success from our global customers at www.lexmark.com/success

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