

Qatar Airways Selects Arconics AeroDocs as Corporate Document Management System

Next-Generation System Will Provide Unprecedented Capabilities and Enhance Operational Efficiency across Qatar Airways Group

7 September 2015

Doha, QATAR

Qatar Airways today announces that it has engaged Dublin-based Arconics to implement an enterprise Corporate Document Management System (CDMS) for the global carrier. The 10-year agreement was recently signed in Doha by Qatar Airways Group Chief Executive His Excellency Mr. Akbar Al Baker, and Arconics CEO, Niall O’Sullivan.

“Evolution 2”, the customized system based on the market-leading Arconics AeroDocs platform will provide a single centralised repository to revise and track in real-time all operational and non-operational company manuals and documentation for operational readiness.

The system will support all areas of the business who require access to documentation, including Flight Operations, Engineering, Ground Operations, Inflight Services, Cargo, Security, Human Resources, Finance, Commercial and a host of other areas.

The centralisation and consolidation efforts of the company manuals stems from the airline’s desire to ensure all operational, maintenance and security documents are managed and coordinated, with a mandate to effectively implement a versatile and user-friendly corporate document management scheme.

The AeroDocs platform delivers simple web-based authoring of XML documents, secure storage, controlled audited distribution, and smart sharing and reuse of data across the airline. The platform gives all users across the Group, external partners and regulators access to documents, with fast search facilities and offline viewing capabilities.

Qatar Airways administrators will have real-time visibility and control of the distribution process, ensuring that all devices are updated and that all staff have access to the current version of documents. Arconics will integrate AeroDocs into existing Qatar Airways Group systems to minimise the operational overhead and assure accuracy of information and consistency across all systems.

The requirements outlined by the airline included enhancements to the AeroDocs system, which will give the carrier unprecedented capabilities to ensure consistency across





documents, notify document owners when regulations relevant to them are updated, and provide a unified enterprise-wide KPI dashboard for document compliance management.

Qatar Airways Group Chief Executive His Excellency Mr. Akbar Al Baker said:

“The airline is very conscious that rapid expansion requires rigorous precision in how we manage that growth, and with the investment in enterprise technologies such as Arconics, we are addressing multiple needs of the business in one single point.

“Effective communication and secure data exchanges are crucial when it comes to safeguarding our global operations. This highly-customised tool we have invested in supports our day-to-day operations, and further reinforces Qatar Airways’ commitment to deploying the leading technologies in its business – both on the ground and in the air.”

Commissioning the new system followed from a recent IOSA renewal – which Qatar Airways has passed consistently since 2003. Qatar Airways was the first airline to undergo the IATA Operational Safety Audit (IOSA) with 100% conformity. Now operating across multiple regulatory environments, Qatar Airways will utilize the CDMS to manage and track their compliance with EASA, FAA and QCAA Regulations, as well as conformity to IOSA Standards and Recommended Practices and enable document owners to respond swiftly and consistently to changing regulations and operational requirements.

Arconics Chief Executive Officer Niall O’Sullivan added:

“The rapid adoption by airlines of mobile devices and the impending arrival of global broadband connectivity creates extraordinary opportunities to improve safety and compliance and create operational efficiencies on the ground and in the air.

“We are delighted to have been selected by Qatar Airways for this milestone project, which will deliver world-leading document management capabilities and we look forward to working with Qatar Airways over the next decade to help them improve their operational efficiency.”

The airline’s operational teams will begin training on the new system in the last quarter of this year, with full go-live scheduled for 2016.

Senior Vice President of Qatar Airways Group Safety and Security, Ashish Jain, looks forward to the roll out of the Arconics system, which his division will manage on behalf of the airline:

“While traditional document management systems contain a database of corporate manuals and operating procedures, what we wished to invest in at Qatar Airways is a platform that supports long-term business objectives.

“In seeking the Arconics Evolution 2, our main aim was to develop an intuitive system that not only provides information, but includes features that will also enhance our operations and enable us to detect and address matters expediently.



“Qatar Airways approaches its safety and security operations with longevity in mind; and building technological enhancements is a primary focus in supporting the airline’s safety and security processes as it consistently attains double-digit growth, year on year.”

The five star global carrier currently flies to 152 destinations and operates a mixed fleet of 163 Boeing and Airbus aircraft.

-ends-

Notes to Editors:

About Qatar Airways:

Qatar Airways, the national carrier of the State of Qatar, is one of the fastest growing airlines operating one of the youngest fleets in the world. Now in its 18th year of operations, Qatar Airways has a modern fleet of 163 aircraft flying to 152 key business and leisure destinations across six continents. Qatar Airways won Airline of the Year, Best Business Class Airline Seat and Best Airline in the Middle East at the 2015 Skytrax Awards. This is the third time the airline has won the accolade of Airline of the Year.

Qatar Airways is a member of the **oneworld** global alliance. The award-winning alliance was named the World’s Best Airline Alliance 2015 by Skytrax for the third year running. Qatar Airways was the first Gulf carrier to join global airline alliance, **oneworld**, enabling its passengers to benefit from more than 1,000 airports in more than 150 countries, with 14,250 daily departures.

Qatar Airways recently launched Oryx One, an enhanced interface for its inflight entertainment system, increasing the number of movies and TV shows on board from 950 to up to 2,000. Passengers flying on Qatar Airways flights served by its B787, A350, A380, A319 and select A330 aircraft can also stay in touch with their friends and family around the world by using the five-star airline’s on-board Wifi and GSM service.

For more information, visit our homepage www.qatarairways.com or our sites on Facebook, Twitter, Google+, Instagram, and YouTube.

For Qatar Airways corporate images, please click here: <http://www.qatarairways.com/corporateimages>

About Arconics:

Arconics is a world leader in enterprise software and mobile applications for aircraft operators. The company’s mission is to help operators reduce costs, improve efficiency and ensure compliance with regulatory obligations. The company’s products include the market-leading **AeroDocs** platform for document management and electronic flight bag (EFB), and **CloudStore**, a wireless in-flight entertainment (IFE) platform.

Arconics **AeroDocs** helps major airlines more easily manage their aircraft manuals and operational documentation. This software enables customers to meet, and exceed, their regulatory compliance requirements. **AeroDocs** uses a best-in-class iPad document viewer, which is fully-integrated with a document distribution, synchronisation and tracking system, as well as an easy-to-use XML authoring module. **AeroDocs** meets airline needs to cope with new developments in the air transport industry, to achieve ever-higher standards of performance in safety and audit compliance, and to provide the best working atmosphere inside the cockpit.

AeroDocs manages manuals for both Boeing and Airbus aircraft, making it ideal for airlines with large, mixed fleets. Nextgen XML functionality ensures that pilots get to use powerful features including advanced search and storage of annotations and highlights.

Arconics customers include Qatar Airways, Cathay Pacific, Ryanair, Aer Lingus, and Philippine Airlines. Tens of thousands of pilots, ground staff and cabin crew across five continents depend on Arconics software to safely and efficiently operate their fleets. The company is headquartered in Dublin, Ireland, with operations in Sydney, Australia.

Arconics website: <http://www.arconics.com>



Arconics online press kit: <http://www.arconics.com/media-kit/>

AeroDocs product info: <http://www.arconics.com/aerodocs-airline-document-management>

For further information contact:

Qatar Airways Group, Corporate Communications Department

Tel: +974 40222072, Fax: +974 40225350

E-mail: qrmedia@qatarairways.com.qa

Website: www.qatarairways.com

Arconics, Corporate Communications

Fergal Murray, Chief Commercial Officer

Tel: +353 1 611 4625

E-mail fergal.murray@arconics.com

Website: www.arconics.com