



## Success Story – AES sets new standard by combining process & document management

### CONTINUOUSLY INCREASING PRODUCT AND SERVICE QUALITY WITH BIC PLATFORM

AES is a leader for safety critical hardware and software. The product range of the company covers the whole V-development life-cycle of safety critical hardware and software from system design and implementation, integrations, qualification to industrialization, following the certification constraints. In addition they offer support for customized high performance embedded solutions in the markets of aerospace and defense.

AES hardware products are in compliance to international approved certification standards, such as RTCA-DO254, RTCA-DO160, SAE ARP4761. Furthermore, AES develops embedded software for safety critical applications in compliance to international approved certification standards, such as RTCA-DO-178B.

### TOP QUALITY STANDARDS

AES received the EN9100 and ISO9001 certification only after 9 months introduction phase. The company applies the high quality standards of the aerospace business to ensure their customers excellent products and services as well as the best quality.

With BIC, GBTEC AG provides a BPM platform that covers the full business processes architecture and document management area, from conception to design and review and release. The platform brings together all stakeholders involved in innovating, realizing and running business operations. Using BIC, AES has applied a state-of-the-art BPM framework, including a unified tool-based repository, in order to actively manage the portfolio of enterprise standards. AES uses BIC to gain consistent views of the current BPM landscape, to plan for future changes and to see related analytics. BIC maintains information on processes, documents, applications, interfaces, platforms and especially their interdependencies.

### PROCESS MODELING MADE EASY

AES used to rely on the ARIS® Platform, but decided to switch to BIC in order to gain user acceptance as well as to lower the cost for licenses and for maintenance efforts. BIC Design – the module for repository-based modeling – is designed to cater to the needs not only of Process Experts, but especially to the once-in-a-while Process Modeler. Therefore the user interface is very intuitive, ensuring a quick and easy introduction. Many wizards and feature help reducing the time



#### CUSTOMER:

AES Aerospace Embedded Solutions GmbH (AES) is a 50/50 Joint Venture between MTU Aero Engines and Sagem (Safran). AES is a leader for safety critical hardware and software and dedicated to providing tomorrow's leading innovations and solutions as well as setting the highest quality and technical standards. The young and dynamic company can benefit from the valuable support, experience and network from their two parent companies but can also rely on their highly experienced employees.

#### SECTOR:

Aircraft, Defense

#### SPECIFICS AND CHALLENGES:

- Migration of existing ARIS process models
- Integration of process information and document management
- User-friendly management of changes in the process models
- Modeling and administrative efforts reduced to a minimum
- Release cycles management for documents established
- Intuitive Process Portal
- Remarkable cost savings



spent modeling to an absolute minimum, while simultaneously boosting the quality of the modeled processes.

The BIC Design process repository offers a common structure for the processes of varying depth and complexity. All Business processes are documented and presented in a central location, ensuring a single source of the truth. Process design is harmonized and integrated rather than fragmented. More than 160 business processes have been described and automatically checked for the convention accuracy by the integrated BIC tools.

#### **INTEGRATION OF PROCESSES AND DOCUMENTS**

Along with process documentation and visualization capabilities BIC offers as well a solution for document management. Since documents are particularly important in a working world, every organization has to manage documents efficiently, regardless of whether they have a direct impact on business operations (e.g., assignments, invoices, presentation templates, etc.), business process management, quality management, or information technology (e.g., instruction manuals). At AES BIC Document intelligently connects documents with processes, as well as having a fast track access to the specific documents. It helps AES to enrich processes with valuable detail information, develop structured and sustainable knowledge, reduce complexity and avoid time consuming search operations, and therefore increase productivity.

#### **BETTER COLLABORATION, BETTER PROCESSES**

Business Process Management is successful, when all stakeholders involved, have fast, easy and target-group oriented access to their process information. All staff members can view the process information in the Process Portal via a Standard Web-Browser. They can navigate from a high-level overview including an interactive drill down to very restricted, detailed views. A switch between such views (e.g., process map, table charts, document overview) is available with just one click of a button. Users can also yield ideas for improvement thanks to the easy-to-use commenting function.

The innovative, role-based concept of the BIC Portal offers the right information, at the right time at their fingertips. Due to this intuitive and personalized Web-Interface no training is required.

#### **ADDING UP THE BENEFITS**

As a result AES can easily handle changes to organizational charts, systems, process manuals and product definitions to reduce the time it takes to update documents or procedures with changes. New procedures are also developed faster. The employees benefit in many ways. Via e-learning, they use process maps to train on new products or process changes. In addition, business departments are able to evaluate more alternatives for building their own business processes, which can be measured in terms of cost, time and risks.

“We implemented the BIC Platform very quickly thanks to the support of GBTEC AG. The solution is perfect to support our Quality Management System. It gives us a reliable base for continuously improving our product and service quality.”

Marie-Theres Zaunbauer, Quality Manager | AES Aerospace Embedded Solutions GmbH

#### **BIC Design**

Intuitive process modeling for beginners and experts

#### **BIC Portal**

The attractive Process Portal for individual, target group-specific communication and collaboration

#### **BIC Document**

Process-oriented Document Management



#### **ABOUT GBTEC:**

GBTEC Software + Consulting AG is a business process and IT management specialist. We offer seamless coverage of the entire value added chain for these areas, providing GBTEC customers with unique added value. GBTEC uses our comprehensive knowledge and unique products to support you from your initial idea all the way to regular operations.

GBTEC Software + Consulting AG  
Universitätsstr. 142 | D-44799 Bochum  
Tel.: +49 (234) 97645-100  
Fax: +49 (234) 97645-101  
info@gbtec.de | www.gbtec.de