

# AutoStore streamlined the process and provided efficiency and savings at Pratt & Whitney Canada.

## Challenge

- Save \$500,000 a year on printing
- A solution that would scan to file, email, fax server, and support network authentication with Novell's eDirectory—as well as perform the usual copying and printing
- Ability to distribute electronic copies of documents to clients

## Solution

- Provide automated document and content capture, processing and distribution to virtually all business applications
- Allow scanning to the user's home folder within eDirectory using a single scan template on the MFD

## Results

- Desktop-based workflow management captures, processes and routes documents with fewer steps
- Digitized paper documents reduced copying and printing costs
- Engineering documents are delivered to offsite locations quickly, eliminating the usual faxing or courier expenses

## Profile

Pratt & Whitney Canada (P&WC) is a world leader in the development of aviation engines for general, military, commercial, private aviation, and helicopters. With over 7,000 employees in Canada, and an additional 3,200 worldwide, P&WC is an innovator as a manufacturer of engine products, including turboprops, turboshafts, turbofans, PT6T Twin-Pac®, Auxiliary Power Units (APUs), and industrial gas turbines. With over 40,000 engines in service, P&WC also maintains a vigorous aftermarket support network with over 30 designated overhaul facilities located on six continents.



A 24/7 help desk and an industry leading online customer portal provide more than 9,000 aircraft operators with the services they need. Their dependable and high-performance engines, commitment to service, and a dedication to research and development (R&D), keep Pratt & Whitney Canada a global leader in aerospace.

#### **Challenge.**

When you're one of the top manufacturing operations in Canada, with over \$400 million dollars a year of investments in R&D, and have introduced more than 50 new engines powering 180 different types of aircraft and helicopters in the past ten years, and you maintain a commitment to community outreach and service—well, then it's an understatement to say there's a lot of paper and electronic documentation generated. Not only that, but it's imperative that the information in those documents gets processed quickly, efficiently and with few errors.

In P&WC's business environment, their goal was to save \$500,000 a year on printing. With an anticipated 150 multifunction devices (MFDs), and a mixed software environment of Novell eDirectory, Windows and UNIX, their IT provider was looking for a solution that would scan to file, email, fax server, and support network authentication with Novell's eDirectory—as well as perform the usual copying and printing.

#### **Solution.**

Nuance AutoStore was the key. This server-based software provides automated document and content capture, processing and distribution to virtually all business applications. AutoStore meets all of the P&WC business challenges, including the ability to scan to the user's home folder within eDirectory using a single scan template on the MFD.

#### **Results.**

The first phase of implementation has been completed. 80 MFDs are connected to the AutoStore server. The second phase will bring in the remaining MFDs for an end total of 150. The annual printing volume for P&WC is close to 30 million, so with AutoStore linked to the Xerox MFDs, the savings are already being seen: desktop-based workflow management captures, processes and routes documents with fewer steps, digitized paper documents are reducing copying and printing costs, and engineering documents are delivered faster to offsite locations without the usual faxing or courier expenses. Nuance AutoStore:

- Works with virtually all network environments and all digital copier and scanners.
- Reduces printing, copying, and faxing costs by digitizing paper documents.
- Improves customer support with real-time access to information.
- Eliminates physical storage space by creating “virtual file cabinets.”
- Improves document distribution by scanning once and sending to multiple locations.

#### **Hardware and software.**

- Xerox MFDs
- AutoStore

To learn more about Nuance Document Imaging Solutions, please call +61 2 9434 2300 or visit [nuance.com](http://nuance.com).

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#### **About Nuance Communications, Inc.**

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).

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