



>>> Time savings and process efficiencies needed to manage a high and complex document workload

NATS

Business overview

NATS is the UK's leading provider of air traffic control services. Each year the company handles 2.2 million flights and 220 million passengers in UK airspace. In addition to providing services to 15 UK airports, NATS works in more than 30 countries providing solutions in all areas of air traffic management - encompassing Airspace, Airports, Engineering, Consultancy, Information and Defence.

The challenge

NATS Engineering works on technology and infrastructure projects for airspace customers worldwide, providing and advising on solutions which comply with all legislative and operational requirements. Inherently, this means the document workload is particularly high as all project documentation, procedures, plans and technical specifications must be documented, tracked and revised. The review of all these was a purely manual process with huge amounts of emails passing between individuals for comment and review with all activity tracked using static forms in Microsoft Word. Unsurprisingly, this process was extremely inefficient, error prone and time consuming. Something had to be done.

The solution

NATS Engineering was on the lookout for a solution that provided specialist collaborative review technology and detailed reporting, delivering significant time savings and other resulting efficiencies. They also needed a product that could integrate easily with their content management system, OpenText Livelink. This was in order to take advantage of existing version and audit trail capabilities in addition to not needing to log in to PleaseReview, when users have already logged in to their NATS account.

In 2009, PleaseReview was installed. It is used predominantly by the R&D, engineering and project management departments – encompassing over 900 users of the system.

The results

Implementation went smoothly with in-house online training. Additionally, 'super users' were provided with more detailed training in order to support individual departments. Six years on and user satisfaction remains high. PleaseReview is recognised as a consistent, systemised and easy to use replacement to the manual process they worked with before.

For the review owner, the review process management is now in their hands and they are able to easily track the status of their reviews. In addition, the business is able to access review audit trails and monitor the wider document set.

Introducing PleaseReview has enabled NATS Engineering to deploy staff previously involved in the document review process to other activities, to more quickly turn documents around whilst ensuring document compliance remains intact. In fact, the larger the project, the greater the efficiencies.

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Ben Newell, Configuration Manager

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Ben Newell, Configuration Manager

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