

AVINOR: FROM CLUTTER TO PUBLIC 360°

With documents saved in a number of different places, the team at Avinor had trouble seeing when documentation in a case had been completed. Having introduced Public 360°, all documents are now saved one place, in a shared organizational memory.

Avinor is a large and unique company, responsible for 46 public airports, as well as the aviation safety service for air traffic controllers, control centers, control towers, radars and radio beacons which maintain the security of 800,000 flights carrying 40 million passengers each year. Oslo Airport has repeatedly been named Europe's most punctual airport.

Avinor's subsidiary company owns Gardermoen Airport, as well as hotels and parking facilities at a number of Norway's largest airports. Surplus from Flesland, Gardermoen, Sola and Værnes airports subsidize the operational costs of all the other airports..

Documents in every nook and cranny

Alongside the many different technical systems managing Norwegian air traffic, Avinor uses a range of administrative applications.

"Traditionally, each different department was able to procure the systems they wanted," says Kine Figenschou Andresen, system manager at Avinor's headquarters in Oslo. "This means that we have multiple applications that save documents."

Alongside Office and other Microsoft applications, Avinor has used DocuLive for case and records management and ProArc for technical document management. Contracts have been maintained in DocuLive, while personnel files have been stored partly in hardcopy and partly on DocuLive. DocuLive has also been used to manage 23 separate historical archives, for which a customized system has been used for search. The Identity Management System from Oracle has handled access to the applications.

Documents have also been saved on Avinor's intranet, in collaboration rooms, in individual users' inboxes, on C:\ discs and USB memory drives, as well as on the servers' shared and group areas.

Product: Public 360° with SharePoint 2010
Industry: Transport Airport / State-owned company



About Avinor:

Avinor is a state-owned and self-financing stock-based company under the Norwegian Ministry of Transportation and Communications, responsible for the air security and the 46 public airports in Norway. The company has 3,000 employees and is financed in full by income from parking, hotels and aviation taxes.

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In other words, the information management situation at Avinor replicates the problems of many other organizations and businesses.

DocuLive: outdated and laborious

- *Why did Avinor want to find a new document management system?*

"Internal reviews have shown that documentation was often were not saved in the correct way or in the right place," says Kine Figenschou Andresen.

Avinor set up a project group with Andresen as the project manager, a technician from Avinor's IT department and Archive Manager, Mona Bryhni. The project group undertook user surveys and met with users from internal departments. The results immediately confirmed that the document management system needed to be changed.

"Users experienced DocuLive as outdated and laborious for entry, search and retrieval of documents. This was especially true for Avinor employees working in the field who don't use computers very often. Many of them simply didn't understand how to use DocuLive. We needed to find a way to help employees save documentation in the correct way," says Andresen.

Public 360° scored highest

Having created a simple specification of requirements, the project group visited the main software vendors and evaluated the alternatives on offer. They discovered that Public 360° with Microsoft SharePoint was a robust document management system with the standard functionality they required.

"Integration with email was especially important. Avinor's numerous occasional PC users mainly use computers for email. With Public 360°, they can save Outlook messages with just a few clicks. At the time, Public 360° was one of very few applications with approval from Norwegian archiving standards," says Kine Figenschou Andresen.

The project group also appreciated the professional expertise of Software Innovation. "We are entirely dependent on their support and help," says Andresen.

Making use of standard functionality

The project group set out their technical and functional aims and began a preliminary project with Software Innovation "We discussed solutions to our problems and took important decisions as we went along. This way of working was extremely effective," says Andresen.

In September 2010, Software Innovation began adapting Public 360° to meet Avinor's requirements. The standard functionality was utilized as much as possible. Software Innovation converted Avinor's 23 historical databases to a single historical database in Public 360°, alongside all electronic personnel files and contracts.

After a six-week test period, Public 360° was rolled out to all 3,000 Avinor employees. On 1st March 2011, the new document management system was put into production.

"In spite of some minor challenges, everything went according to plan," says Kine Figenschou Andresen.



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Systemansvarlig Kine Figenschou Andresen in Avinor.

The Challenge:

- Simpler saving and retrieval in accordance with records management legal requirements
- Saving all documentation in one place
- Conversion of 23 archives, contracts and personnel files
- Local access to personnel files from 49 locations
- Integration with SharePoint and other Microsoft products
- Development of internal and external collaboration rooms

The Solution:

Public 360° is the records management center for new documents, historical, personnel and contract archives.

SharePoint workrooms enable access for Civil Aviation Authority and other external partners. ProArc maintains technical and policy documents.

The Result:

Since 1st March 2011 the new infrastructure has simplified document storage and retrieval. Twice as many documents are saved centrally and collaboration has been improved throughout the organization. Public 360° also saves emails.

Training of 3000 employees

Avinor has staff at 46 airports and three other locations. In the winter of 2011, representatives from the archive visited each location and arranged two-hour seminars for between 20 and 200 employees in each place.

"We used the most time teaching them about document management. We introduced them to the legal requirements Avinor has to meet and why they should use Public 360°. We then demonstrated a small part of Public 360° to spark their curiosity," says Andresen.

Two weeks before 360° was rolled out, everyone was given access to Software Innovation's e-learning course and hard-copy instructions.

Users create and save folders

- Did the application require reorganization of work processes?

"No, not on our side. Our policy documents outlining the registration and approval processes can be used with any records management system. We leave a lot of responsibility in the hands of the end user. They apply the same logic they are used to from Windows Explorer and collaboration room. Users create their own case folders in Public 360° and add their documents," says Andresen.

Avinor's eight records managers ensure that the documents from the 3,000 employees end up in the right places.

- We want everyone to use Public 360° for everyday saving and retrieval of their own and others' documents and not primarily as a records management system.

Kine Figenschou Andresen, system manager at Avinor



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Twice as many documents

"All users have now understood the value of saving their documents in one place. The interface in Public 360° makes it simple and it works," says Kine Figenschou Andresen.

"We want everyone to use Public 360° for everyday saving and retrieval of their own and others' documents, and not primarily as a records management system. The more documents that are added to it, and the more employees using it, the more value it has," she says.

The new system links activities in Avinor's many units. The result is an improvement in collaboration and cooperation in the organization.

In the first seven months after the introduction of Public 360°, users saved almost twice as many documents than they had stored in DocuLive the previous year.

Collaboration rooms for external users

Avinor is currently using only some of Public 360°'s options. The standard project modules have already become popular. It has now been integrated with collaboration rooms in SharePoint and with Avinor's extranet.

"This means we can make large parts of our documentation available for our supervisory authority, the Civil Aviation Authority, and potentially for other external users," says Andresen.

Avinor hopes to base more new applications on the SharePoint platform. "We have many plans. Where we need new systems, we will look at the standard functionality of SharePoint and Public 360° before we look at other alternatives. We want to provide applications with as similar interfaces as possible to reduce the user threshold," says Andresen.



Software Innovation is a Scandinavian company and a leading international software vendor for document control, information and case management. With 25 years of experience and competence in business-oriented content applications, we are committed to delivering future-proof, flexible and highly user-friendly solutions for our customers and partners. Our application suites create excellent information sharing, efficient collaboration, business control and improved service for both private and public organizations. The packaged business solutions are built on Microsoft SharePoint and Office, the market leading platform for collaboration and business productivity.