

Press Release

Lufthansa Technik AG awards eight-figure contract to Swiss ECM provider Open Connect AG

Lufthansa Technik has signed a business process outsourcing (BPO) contract with Open Connect for a period of five years – with an option for another three years. This is a quantum leap on the way to the digital management and provision of aircraft maintenance instructions for the paperless workshop. The objective is to make all the technical documentation at Lufthansa Technik (LHT) available in digital form. At the same time Open Connect is taking on 45 documentation process specialists from one of the largest scanning service providers in Germany. As a result Open Connect is now taking on responsibility both for technical support and for the operational compilation and processing of incoming documents. As a result of this contract, LHT is optimizing the value chain for the processing of complex technical documentation and is able to use services, software and maintenance from a single source.

Zurich, November 7, 2007 – With the deployment of Open Connect's ECM solution, eDOC, in 2003, Lufthansa Technik was one of the first companies in its industry to begin processing the substantial amount of documentation and information from engine and component manufacturers in digital form. Since then the world's biggest MRO (maintenance, repair and overhaul) enterprise has achieved significant savings on technical documentation each year. Whereas they used to manually process over a hundred euro-pallets of documentation from suppliers and aircraft manufacturers, this time-consuming process has been simplified to a fraction of what it was as a result of the digitalization of all content. Experienced airline and MRO specialists from the eDOC Service Center GmbH, a 100% subsidiary of Open Connect, work on site at LHT Hamburg, Frankfurt and Munich, handling same-day processing of the incoming flood of analogue and digital information. More than 3,000 documents, some containing up to 500,000 pages (e.g. engine documentation), arrive every month from several thousand providers. In a matter of seconds and in real time, LHT technicians and engineers gain access to all the documents that are necessary for their responsible areas. Everything is stored on a single system that can be accessed 24 hours a day, 365 days of the year, all over the world.

Strategic and international expansion

The takeover of operational handling for LHT's central documentation process is one further step in Open Connect's strategy to position itself as a full-service provider in the management of the entire document lifecycle. The close link between software technology and service enables companies to implement cost-effective, end-to-end solutions across the entire value chain of documentation logistics – from the creation and management of the documents up to legally compliant archiving. Nor does the Swiss company restrict itself to technologies for the high-volume digitization of physical or digital documents and the classification, extraction and preparation of their contents. The emphasis is rather on efficient and cost-effective data management with high quality and performance. Open Connect's goal is to serve further industries in the area of technical documentation via the eDOC Service Center and to offer genuine added value, above all in the high-growth regions of Europe, Asia and the Middle East. In addition the strategy is to establish an eDOC Quality and Process Standard as the benchmark within the industry.

About Open Connect

Open Connect has been designing and implementing ECM solutions in highly regulated industries such as airlines/MRO, finance, manufacturing and pharmaceuticals since 1996. With its ECM consulting business, Open Connect offers an integrated method for defining and implementing business-wide ECM strategies. Open Connect develops solutions for storing digital content in accordance with increasingly stringent international and national legal requirements, including Sarbanes-Oxley (SOX), Basel II and the Swiss Business Records Ordinance (GeBüV). The basis for legally correct management of written items is ISO-Norm 15489 for Records Management. With eDOC, Open Connect has developed a proprietary product for the management and publication of electronic manuals. It is currently used by many companies in the manufacturing and financial sector, including Lufthansa Technik. Open Connect's head office is in Zurich and it has offices in Basel and Hamburg. Open Connect completes the value chain in professional and digitalized information logistics with its 100%-owned subsidiary eDOC Service Center GmbH, which specializes in documentation and archiving processes for MRO businesses and airlines. eDOC Service Center GmbH employs around 45 people in Hamburg, Frankfurt and Munich.
www.openconnect.ch

About Lufthansa Technik

Lufthansa Technik is one of the world's leading companies for maintenance, repair and overhaul (MRO) of aircraft, their engines and components. As well as serving numerous airlines and providing special services to aircraft owners such as banks and leasing companies, this high-tech firm also fits out large business and government aircraft as well as developing in-flight entertainment systems and the latest repair technologies. In 2006, 12,000 employees in the major German locations Hamburg, Frankfurt, Munich and Berlin, and another 13,000 employees at 27 subsidiaries and affiliates in Europe, Asia and the USA worked for more than 580 airline clients, generating a turnover of more than EUR 4 billion. www.lufthansa-technik.com

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