Layton Graphics, Inc.

Telecommunications leader saves millions of dollars annually by giving field staff instant access to maps and technical documents in Adobe® PDF

Layton Graphics, Inc. (LGI)
- The nation's leader in engineering information conversion, distribution, management and data warehousing
- Headquarters: Marietta, Georgia
- Privately held
- Founded: 1976

www.layton-graphics.com

Industry
Consulting/Engineering

Solution
Electronic Document Delivery

Products Used
- Adobe Acrobat®
- LGI View™

Company Profile

Layton Graphics, Inc. (LGI) assists many of the world's largest corporations in better managing the technical documentation and geographical information systems (GIS) data central to their daily operations. For example, an LGI telecommunications customer depends on detailed area maps to locate remote wire centers and technical manuals to outline how telephone repairs should be handled. To enable customers to quickly review and comment on technical documents and GIS information, LGI developed LGI View, a custom application that uses Adobe Acrobat software to convert materials to searchable Adobe Portable Document Format (PDF) files that can be delivered via the Web and wireless devices, over corporate networks, and on CD.

Challenges Faced

Distributing updated materials to field technicians

To repair phone services as quickly as possible, field technicians at a leading telecommunications company need easy access to technical manuals, service area maps, and other documents. When these documents were available only on paper, it was difficult for mobile staff to keep current materials on hand due to delays distributing documents to the field. Distributing materials on paper also resulted in administrative inefficiencies, as staff sorted through stacks of complex system schematics often driving back to the office if they needed more information to complete repairs.

Further slowing document access, the telecommunications company relied on a mix of materials on paper, microfiche, and in electronic files. The lack of a standard format for distributing and archiving materials increased the possibility that key documents could be overlooked and required staff to spend more time searching for materials. These problems hurt the company's bottom line.

Success Strategy

The telecommunications company developed a solution built around a fortified laptop computer that could function in harsh outdoor environments. LGI was hired to handle the conversion of all engineering documents, technical manuals, and maps to a searchable, universal electronic file format.

Using Adobe Acrobat and LGI View software, LGI converted more than one million documents—index maps with locations for the company's 2,400 wire centers; system drawings in AutoCAD, Intergraph, MicroStation, ESRI and TIFF files; and technical manuals in standard authoring applications—to Adobe PDF files with bookmarks and hyperlinks. The easy-to-navigate Adobe PDF files were placed on CDs and distributed to field technicians. The technicians can search the Adobe PDF files to find specific technical manuals or enter street addresses to locate the wire centers for an area. Each quarter LGI updates the CD and distributes the new version.
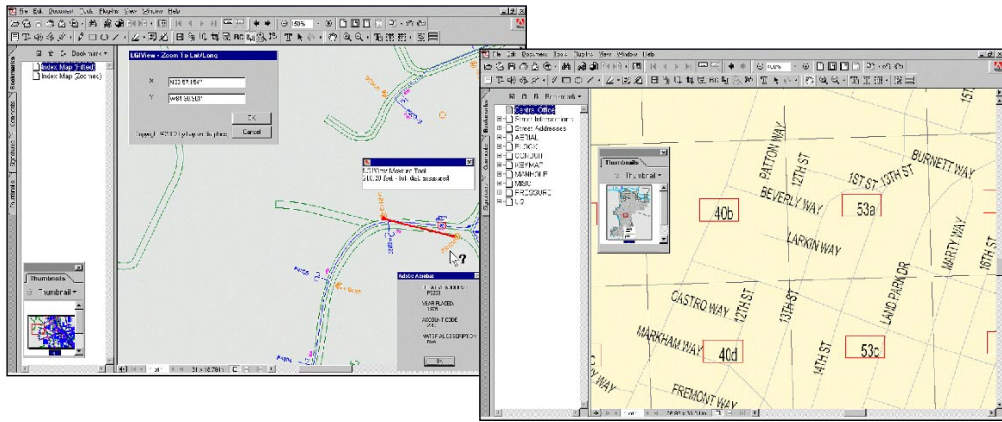
"The business benefits from delivering technical documents and GIS information as Adobe PDF files are phenomenal. Antiquated processes that once relied on paper and microfiche can now be handled in a fraction of the time."

Phil Lee,

Vice president,

Layton Graphics, Inc.

With Acrobat software loaded on their laptops, technicians can view documents in Adobe PDF—and comment electronically on them. For example, if technicians come across problems not addressed in manuals, they can type comments on electronic sticky notes in the pertinent Adobe PDF files and e-mail the annotated documents to headquarters. The ability to electronically highlight and mark up documents in Adobe PDF also enables technicians to more easily reference important text in documents when working on future jobs.

"At first, our customer just wanted to have materials in a single format that would be accessible to all employees—until they realized Acrobat offered an even more dynamic solution," says Phil Lee, vice president of Layton Graphics. "By deploying Acrobat on the laptops of all field technicians, mobile staff can search for, review, and comment on current technical documents faster than ever."

Business Benefits

• Millions of dollars saved annually in administrative costs

• Increased employee productivity—reducing administrative tasks by even one second per day for each of the 30,000 technicians results in a savings of 52 worker-weeks annually

• Enhanced customer services because field technicians complete more thorough repairs in less time

With the technical manuals and maps available in Adobe PDF, the more than 30,000 technicians can quickly locate the information they need. This efficiency translates into savings of millions of dollars annually, as the company saves thousands of hours of employee time. In addition, having a single source for technical documents and maps and then delivering these materials in Adobe PDF files on CD to employees brings much-needed uniformity to how repairs are handled at all company locations. It also increases the quality of repairs because technicians have access to more detailed information. As a result, employees can take on a wider variety of repairs and cover larger areas, and customers benefit from faster resolution of problems.

"The business benefits from delivering technical documents and GIS information as Adobe PDF files are phenomenal," says Lee. "Antiquated processes that once relied on paper and microfiche can now be handled in a fraction of the time, as mobile field staff can quickly find data in searchable Adobe PDF files."

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