



Continental Airlines

F l i e s

On Time

> **Axis****Communications**

enables 24 x 7

printing

**Axis Print Server
Delivers Robust
Printing Solution for
Airline's
New Network**

In a business as competitive and customer-focused as commercial aviation, the quality of an airline's service is critical. To keep service at full throttle, an airline must pay close attention to every detail from engine maintenance to the printing of forms for spare parts.

First-class service—particularly service measured in terms of on-time performance—has always been a corporate-wide obsession at Houston-based Continental Airlines. Continental had the best on-time performance three years out of the last four, according to J.D. Powers.

When Continental recently installed a new IBM host-to-LAN network at its central maintenance warehouse in Houston, the airline ensured that the printing of forms for spare parts was factored into its plans to improve service.

"We needed to find a printing solution that would allow the 100 or so warehouse workers to print data from our IBM 390 mainframe using their Windows-based desktops," said Mike Goodwin, project manager and financial controller for Continental's maintenance and purchasing divisions. "In the past, we did our printing strictly in a mainframe environment using old 1174 controller technology. This technology worked fine in the 390 world but was unreliable once we connected LANs to it."

Printing Forms for Spare Parts: A Vital Function at Continental

"Printing is a very important function in the warehouse," he said. "We print 200 tags for spare parts each hour, 24 x 7, so we cannot afford to have printing problems. If we fail to process parts efficiently, planes would not get serviced when they should, and Continental's on-time performance would suffer. With our commitment to service and on-time excellence, we cannot let inefficiency creep in anywhere."

Each spare part of an aircraft must be tagged with a multi-part airworthiness approval form, which is a tracking document required by the Federal Aviation Administration (FAA). The document records the part's name, number and maintenance history.



Axis a n d Continental

Storing, maintaining and tracking spare parts for just one commercial plane is a monumental undertaking as each plane has more than 350,000 parts not even counting bolts, nuts and washers.

'Monumental' takes on a whole new meaning when it is applied to running the parts operation of Continental Airlines, the fifth largest airline in the United States. All spare parts for Continental's hundreds of planes are housed in or pass through the Houston warehouse. After considering various options for reliable printing—such as creating a custom print driver—Continental chose an Axis host-to-LAN print server connected to a Printek multipart forms dot matrix printer. While Continental bought the Axis product to work solely with a specialized printer, Goodwin pointed out that the company can use the Axis product with virtually any printer and any operating system—giving Continental tremendous printing flexibility.

Axis Print Server Saves Continental Time and Money

"Axis was the only solution that worked without us spending a lot of time and money," said Goodwin. "If we hadn't found the Axis print server, we would have spent a considerable amount of effort modifying drivers and tweaking the network to work with the 1174 controller—and it wouldn't have been reliable. Axis provided a low-cost solution that proved highly successful and didn't require complex setup."

"The Axis product is rock-solid," said Goodwin. "As many as 30 people use it simultaneously—without any problems. It amazes me that one little box has made such a big contribution to our new networking environment."

The Axis solution has proved so successful that Continental plans to buy 10 more Axis print servers to manage its host printing needs throughout its facilities in and around the Intercontinental airport in Houston.

"Ultimately, we will add more Axis print servers as we roll out our new network corporate-wide," said Goodwin. "Axis print servers will be in every Continental facility worldwide."

Printing Solutions for Every Network Environment

Axis print servers offer a range of high-performance solutions for printing in workgroups, small and large LANs, and corporate enterprise networks. They are designed to improve printing performance, increase your flexibility in where and how you connect printers, and extend the life of your printer investment.

All Axis print servers incorporate ThinServer Technology from Axis Communications. This technology is comprised of "thin" versions of the most popular network operating systems, Web management tools, and Axis' own ETRAX 32-bit RISC processor. ThinServer™ Technology makes print servers and other peripherals completely plug and play.



Refer to our website for a complete list of our international offices.

Corporate Headquarters
 Axis Communications AB
 Phone: + 46 46 270 18 00
 Fax: + 46 46 13 61 30
 Email: info@axis.se
 URL: <http://www.axis.se>

U.S. Headquarters
 Axis Communications, Inc.
 Phone: 948.614.2000
 1.800.444.AXIS
 E-mail: info@axis.com
 URL: <http://www.axis.com>