



Direction Generale de l'Aviation Civile
Paris, France
www.aviation-civile.gouv.fr

Industry:

Travel & Transportation

Annual Budget:

US\$2.87 billion

Employees:

12,500

Oracle Products & Services:

Oracle WebCenter Suite
Oracle Database

Oracle Partner:



Klee Group
www.kleegroup.com

“Thanks to Oracle technologies and our virtual desk project, we will be able to offer all agents a personalized workspace tailored to their job. In the back office, this architecture will allow us to standardize our suite of applications and cut our maintenance costs by 50%.”

– Jean Pierre Desbenoit, Deputy Head of IT Systems and Modernization, Direction Generale de l'Aviation Civile

Direction Generale de l'Aviation Civile Uses Web 2.0 to Facilitate Collaboration and Unify 12,000 Staff Members

Direction Generale de l'Aviation Civile (DGAC), a unit of the French ministry of environment, energy, sustainable development, and regional planning (MEEDDAT), is a state body in charge of air traffic security and safety. It is responsible for managing air traffic control for more than 3 million flights per year from 500 airports, for a total of 125 million passengers.

Challenges

- Streamline access points for each agent's workspace, optimizing access to management system content and services, as part of the overall public services modernization project
- Facilitate collaboration, resources pooling, knowledge sharing, and electronic administrative processes
- Create a DGAC identity shared by the 12,500 agents, reflecting the enterprise's values, while respecting each department's functional identity: regulatory, monitoring, and air navigation
- Reduce operating costs over five years by optimizing business communications through a unified portal

Solution

- Worked with Oracle Partner Klee Group to deploy a virtual office architecture on a Web 2.0 portal, supported by Oracle WebCenter Suite technologies and a single lightweight directory access protocol (LDAP) directory
- Integrated DGAC applications gradually to eliminate redundant processes and cut maintenance costs by 50%
- Earned the MEEDDAT “Laboratory” status award for the virtual office project, by achieving 100% compliance with the ministry's IT system and delivering direct access to its intranet
- Provided 12,500 air traffic security and safety agents with single sign-on access to tailored and customizable applications, for the three business groups within the portal: collaboration, information and business communication, and business applications
- Enhanced the service quality provided to agents when using business and support applications such as human resources, logistics, personnel directories, and office automation, via collaborative applications and workflow services
- Enabled the IT department to seamlessly integrate all business applications and internet resources (including an Amélia messaging system) with the new virtual desk architecture