

# Safran Landing Systems

Case Study

**TUNGSTEN**  
AUTOMATION

 **SAFRAN**

**DSINFORMATIQUE**  
TRANSITION NUMÉRIQUE *diffusion*

## Case Study

# Safran LS reduces manual processing of incoming emails by 70% with AI

Safran Landing Systems receives up to 20,000 inbound emails per month across four shared mailboxes, including RFQs, purchase orders, order-status checks, and technical inquiries. To scale efficiently while maintaining high service quality, the company modernized its processing workflows with Tungsten TotalAgility®, reciTAL's AI classification engine, and integration support from DS Informatique. This global solution now supports five Safran sites in three languages and represents the Safran Group's first successful AI pilot for sales administration.

## 70%

Reduction in Manual Email Processing

## 3 Languages

Automatically Processed (English, French, Chinese)

## Deployment across 5 countries

(France, China, Singapore, Canada, UK)



## About the Company

Safran Landing Systems is a world leader in landing and braking systems for commercial aircraft, military aircraft, and helicopters, delivering safety, performance, and innovation on a global scale.

## Requirements

- Automate processing of 15,000–20,000 monthly emails
- Reduce manual triage across four shared mailboxes
- Support five global sites and three languages
- Improve response speed, accuracy, and consistency
- Ensure compliance and full traceability
- Integrate with CRM and ERP systems

## Products in Use

- Tungsten Total Agility®

## The Challenge

Safran LS is the world leader in landing and braking systems for commercial aircraft, military aircraft, and helicopters. Each month, the company receives 15,000–20,000 emails across shared inboxes in **France, China, Singapore**, and **Canada**, covering RFQs, purchase orders, delivery-status requests, and technical questions.

These challenges intensified:

- Large volumes required extensive manual triage
- Customer follow-up messages increased whenever responses were delayed
- Teams needed to maintain consistent service quality across five global sites
- Workload continued to grow without corresponding headcount increase
- Multilingual processing (French, English, Chinese) further complicated manual handling

Safran LS needed a scalable, intelligent automation solution that could streamline processing, ensure global consistency, and sustain service quality without expanding staffing.

## The Solution

Safran LS partnered with DS Informatique to deploy an end-to-end automation solution powered by Tungsten TotalAgility®, marking the Safran LS first successful AI pilot for sales administration. The

solution combines reciTAL's AI email classification with Tungsten's workflow automation to optimize processing across four shared mailboxes and five global sites.

reciTAL's AI models automatically classify each incoming email—whether it is an RFQ, purchase order, follow-up request, or technical inquiry—across English, French, and Chinese. Once classified, Tungsten TotalAgility extracts information from emails and attachments, validates the content, and seamlessly routes each request to the correct team. TotalAgility integrates with Safran's CRM and ERP systems, ensuring accuracy, compliance, and full traceability.

DS Informatique collaborated closely with Safran's Customer Support, Purchasing, and IT teams to configure workflows, build and secure system integrations, and ensure high performance across regions. Safran implemented strong project governance with weekly working sessions, monthly leadership reviews, and active involvement from key business users and DSI architecture and network specialists.

The project enabled the creation of a scalable, multilingual automation framework that reduced manual effort, improved processing efficiency, and supported a sustainable AI strategy.

## Benefits

- 70% fewer emails processed manually
- Faster and more consistent request handling
- Improved data accuracy and traceability
- Scalable support for multilingual and multi-site operations
- Employees empowered to focus on higher-value work
- First AI pilot success within the Safran Group

## Results

Since deploying Tungsten TotalAgility®, Safran Landing Systems has achieved significant operational, business, and strategic improvements:

### Operational Improvements

- 70% reduction in manually processed emails
- End-to-end automation across five global sites
- More consistent and timely handling of RFQs, orders, and technical questions
- Employees now focus on higher-value tasks instead of repetitive manual work

### Business Impact

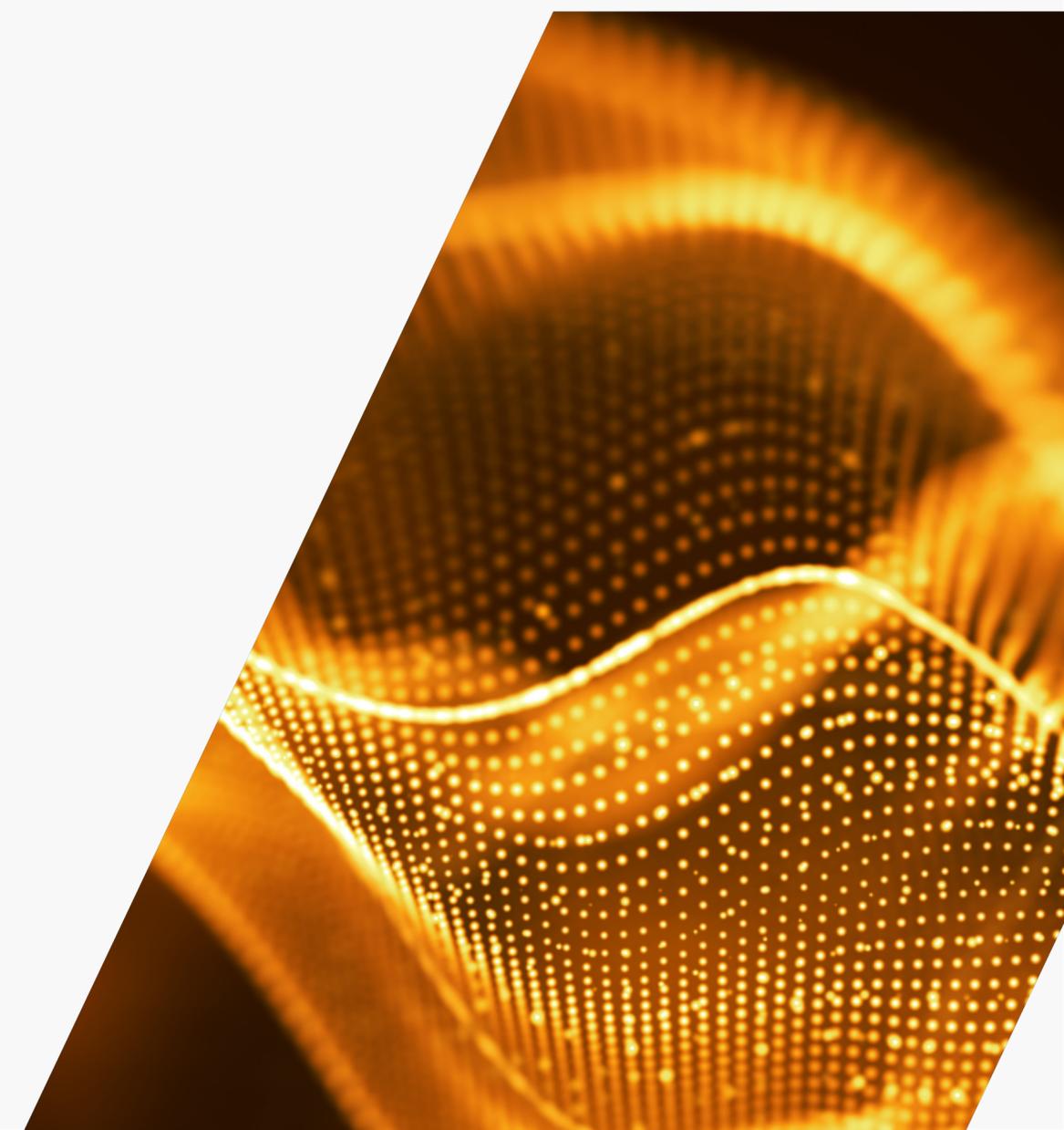
- Immediate ROI through productivity gains and reduced manual workload
- Better service quality and more consistent handling
- Lower operational risk and improved data accuracy
- Significant reduction in customer follow-up emails

### Strategic Impact

- Safran Landing Systems first successful AI deployment for sales administration
- Strong foundation for broader AI and workflow automation initiatives
- Continuous enhancement model with reciTAL, DS Informatique, and Tungsten

Safran LS continues collaborating with its partners to refine classification scenarios, expand automation to additional processes, and evolve the solution as new opportunities emerge.

[Learn more about TotalAgility](#)



## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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