

# AIRCRAFT IT Operations

WINTER 2021 • V10.5



## Sunclass gets a new Operations solution

A new airline implements change during the pandemic

### A new EFB for Jet Aviation

Managing the change from  
paper to electronic

### Titan Airways TechLog updated

The benefits of a new ELB  
for a specialist carrier

### Better fuel planning at Volaris

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## COMMENT

# Aircraft IT Operations: From 'nice to have' to 'need to have', the sector has been quick to implement to solutions needed for the future

WORDS: ED HASKEY

## AIRCRAFT IT Operations

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**B**uild back better, that's the mantra of the post-COVID business world and nowhere more so than in airline operations. The pandemic, from which we hope to be emerging, posed a number of challenges for those who have to operate aircraft, not least of which has been the need to keep crews and passengers safe and avoid too many fingers on keyboards or avoidable contacts. In light of this, airlines and MROs have looked again at the mobile and paperless solutions that they had previously regarded as 'nice to have one day' and have recategorized them as 'need to have today'. Across the sector, there is a clear heightened awareness of the possibilities for processes that are supported by IT solutions and, consequently, a number of established and new possibilities are now being explored or, increasingly, deployed.

Modernization has long been on the agendas for aircraft IT developers and vendors and has now moved up on the agendas of airlines and operators. The pressure of the pandemic, like any crisis, has accelerated both the development as well as the adoption of mobile, paperless and integrated systems. IT solutions have proved exactly what was needed to both operate, to some extent, during the pandemic and to re-work processes to ensure optimum safety and efficiency in the future. Plus, of course, the traditional priorities of fuel and emissions management, Flight planning and execution, and passenger service are not going away.

In this issue, there is a great case study from Sunclass Airlines, a new airline out of the former Thomas Cook business. This combined a start-up with the legacy commitments and processes inherited from the old business: plus, of course, it all had to be done during a pandemic. It made for complex selection and implementation processes for the new core and critical Operations solutions that were needed. In another case study, Jet Aviation shares the selection and successful implementation of a new EFB solution in their specialist operation. The issues addressed were as much about change management as about the solution itself. Another case study tells of Titan Aviation's successful move from a paper based technical log to a modern electronic log book during challenging times and across more than one AOC which included inducting a new type of aircraft to the fleet. You'll read about the implementation as well as all the benefits that the new solution has delivered. And the final case study is about how Volaris has managed to get a firm grip on fuel management and emissions, as well as introduce new efficiencies with a digital fuel management solution.

There are also three Vendor Flight Logs from OpenAirlines, NAVBLUE and Evionica as well as the regular round-up of news and technology developments: plus, of course, the comprehensive 'Operations Software Directory'. **Aircraft IT Operations** information to help you to navigate an increasingly challenging business environment.



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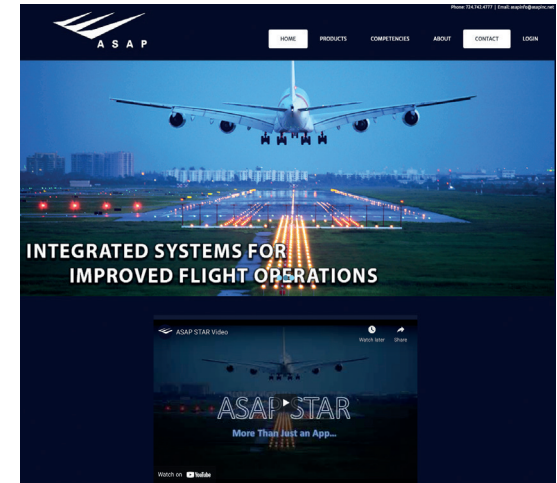
# A new vendor joins Aircraft IT Operations

**With environmental issues and carbon reduction taking an ever more important place in the operations of aircraft, the development and availability of software solutions to improve key aircraft performance factors is a vital element in the sector.** Therefore, we are very pleased to welcome ASAP (Automated Systems in Aircraft Performance) as the latest member of the AircraftIT vendor panel.

Automated Systems in Aircraft Performance, Inc. has been supplying runway analysis since 1995. Their STAR EFB and Flight Operations software not only improves safety but also saves money with fuel planning and reduced wear on engines through the use of reduced power takeoffs. STAR integrates runway analysis, weight & balance, drift down, flight planning, scheduling, reservations into one easy to use application. Along with these features the company also displays Weather, NOTAMs, and One Engine Inoperative escape routes. To help manage users, devices, and system updates, ASAP's Mission Control Module eases the burden for your IT department. You may distribute the application through the Apple Business Manager for more control over software implementation and updates.

Additionally, the application has the ability to run with and without an internet connection, allowing pilots and dispatchers to always have the ability to calculate performance data. The services are provided for all aircraft variations, configurations, and engine types. All in one application.

Welcoming ASAP to the panel, AircraftIT COO, Scott Leslie stated, "With the relentless focus on ever improving efficiency, the addition of ASAP to our AircraftIT vendor panel will be a welcome extension to our significant ties with the skills available in the aviation IT sector."



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## AVIOBOOK : Phase of Flight



With growing complexity in the EFB environment, flight crews and airlines need tools to help standardise and simplify workflows.

Phase of Flight by AvioBook has been created especially for that purpose.

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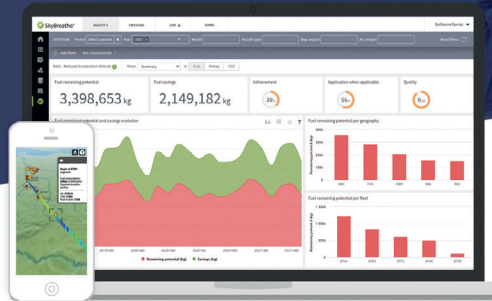
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## FitsAir begins partnership with NAVBLUE



**In early September 2021, the Sri Lankan airline FitsAir announced that it had signed a contract with NAVBLUE to use several NAVBLUE solutions.** These include: Flysmart+ for iOS, EFB Management Service, Gateway Hosting Service, AODB, Charts+, Navigation+, N-Flight Planning, N-Tracking and FDA Service.

FitsAir, that took delivery of its first A320 earlier in 2021, is an airline based in Sri Lanka that operates commercial routes within Sri Lanka as well as international cargo flights to several cities in the Middle East, Asia, and Africa. FitsAir also operates charter flights to India.

"FitsAir is the largest private airline in Sri Lanka and we have embarked on an expansion plan using state of the art Airbus aircraft and, on this journey, we have chosen NAVBLUE to be our

partner on operational support," said Capt Druvi Perera, Chief Officer Global Operations at FitsAir.

**NAVBLUE:** NAVBLUE is an Airbus Services company, wholly owned by Airbus, and dedicated to Flight Operations and Air Traffic Management Solutions. The business provides digital solutions and services, and supports both civil and military environments, on the ground and onboard any aircraft and offers expertise in a range of areas, including digital cockpit operations, Operations Control Centre (OCC) systems, Flight Ops Engineering, Performance Based Navigation (PBN) and Air Traffic Management (ATM). NAVBLUE employs 550 employees spread across the world, with offices in Canada, France, Sweden, Thailand, UK and US and representatives in several other countries across the globe.





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# Vistair to support Qantas Engineering document management

**Vistair expands its relationship with the Australian flag carrier, renewing DocuNet™ aviation document management services which leverage Vistair's investment in maintenance and engineering content.**

Vistair Systems, a leading provider of aviation document and safety management solutions, was pleased to announce in early September 2021, that it has expanded its relationship with Australia's flag carrier, Qantas, and will provide a document management service to support both flight operations and engineering.

As a result of a relationship stretching back to 2011 and a service that has reliably supported Qantas' flight operations team, Vistair will now work with Qantas Engineering to transform and manage their total engineering library of nearly 200,000 digital documents.

As part of the agreement, the Qantas team will



further benefit from the power of DocuNet's enhanced features such as advanced search and Meta Data Control, in addition to Temporary Revision and Supplement capabilities. This will provide contextual data information direct to front line users and improve information provided to MRO and Qantas engineering

teams, and ultimately lead to greater efficiency and reduced costs.

Wayne Enis, Chief Solutions Officer commented, "With ongoing investment in our Engineering platform across both Non-OEM and OEM maintenance data, it is rewarding to see Qantas' recognition of our capabilities in this area. Combined with our Flight Ops expertise we can now enable airlines to have a truly single platform for operational content across the airline.

Established in 2001, Vistair is one of the world's leading suppliers of aviation management software. Their Document Management and Safety Management solutions are used by over 40 clients across the world. Clients include Qantas, British Airways, Delta Air Lines, Emirates, Iberia, MAA, easyJet and Ryanair. Recent additions include Breeze Airways, Frontier Airlines, Leonardo Helicopters, Transavia France and Avelo Airways.


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# Titan Airways goes paperless with eTechLog8

Conduce and Titan Airways were delighted to share that on 16th September 2021 Titan Airways received their 'Letter of No Objection' from the UK CAA to use Conduce's electronic logbook (ELB) solution, eTechLog8. On the same day, eTechLog8, which was already on-board the UK based fleet and being used in parallel, became the legal record for Titan Airways' first paperless UK eTechLog8 flight. With eTechLog8 deployed across the whole fleet, Titan Airways now benefits from the availability of real time accurate aircraft information 24/7 and has eradicated paper technical logbooks from the cockpit.

The eTechLog8 project commenced in January 2020 but the brakes were applied in March 2020 due to the global pandemic. Undeterred by the industry wide chaos, the project team kept up desktop trials until the project recommenced in December 2020. This parallel desktop trial enabled the configuration to be fully tried and tested and paved the way for Titan Airways to fully replace the paper-based aircraft technical logbooks, including deferred defect logbooks and cabin logbooks, with a smart electronic solution.

The UK CAA approval came in quick succession after another exciting project milestone last month. In August 2021, Titan Airways received their AOC Application Approval from Transport Malta and began flying with eTechLog8 on board from day one of Maltese operations. As eTechLog8 is approved with many airlines in



Malta, the approval was the swiftest eTechLog8 approval by a national airworthiness authority to date, a testament to the hard work and commitment of all involved.

The Conduce project team, led by Vera Bankina, Senior Project Manager,

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provided Titan Airways with full system configuration advice, bespoke training material and users guides for the eTechLog8 suite of products. Conduce also provided full support to meet the requirements of the UK CAA and Transport Malta to allow for the adoption of an ELB.

Vera commented “With admirable perseverance and despite the struggles of 2020, the Titan team managed to approve eTechLog8 as their primary technical log system and hit a couple more milestones along the way — the addition of a new aircraft model to the fleet and a new AOC — both with eTechLog8 onboard from day one. This was a fantastic job by the professional team — Conduce are very proud of this project and looking forward to the next phase.”

At Titan Airways, the project was run directly by the engineering team, led by Sara Bellis, and worked closely with all areas of the Airline, from Flight and Ground Operations to Finance. The unique challenges caused by COVID-19 meant that training staff at all levels was a huge challenge which, combined with the nature of the operation and fleet types, required a determined approach to bring the system to fruition.

Dave Bunker, Engineering Director at Titan Airways, commented “Our thanks to the Conduce team for working closely with us on this project throughout a difficult period where remote working has become the norm and learning curves steep”.

**Conduce:** With offices in the UK and Australia, Conduce provides robust mobile solutions for the world's airlines. eTechLog8 is the leading ELB solution to replace paper technical logbooks and is certified by many National Airworthiness Authorities worldwide, often managing multiple AOC's. Full integration with many MIS/MRO back-office airline systems is standard.

**Titan Airways:** Titan Airways is an independent UK charter airline, led by aviation experts with a wealth of knowledge and experience. Founded in 1988, Titan Airways is operational 24 hours a day, 365 days a year. Titan Airways takes pride in the in-house team's skill and attention to detail, which ensure the highest standards of care.



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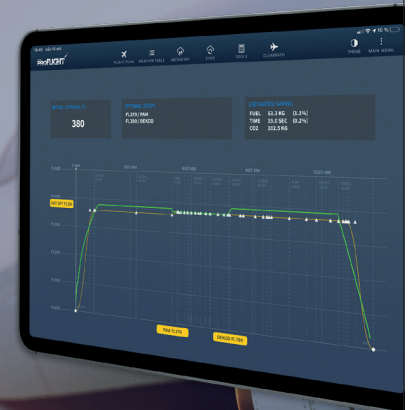
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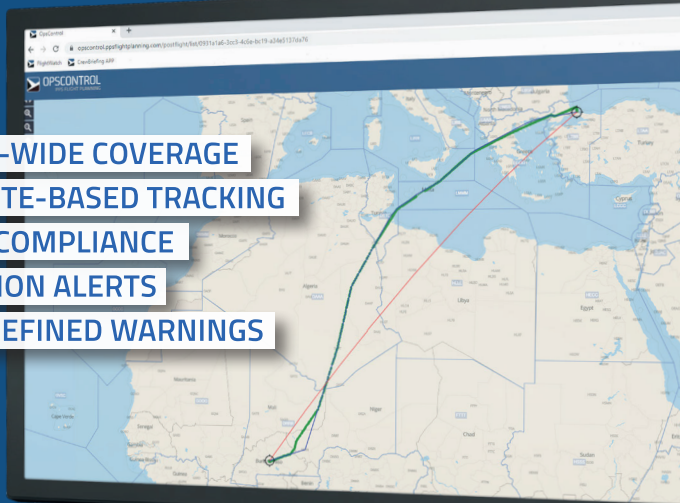
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## Air Astana chooses StorkJet to monitor aircraft performance



**In late September 2021, Air Astana announced that it had decided to improve the Aircraft Performance Monitoring process for their fleet.** With AdvancedAPM, the airline will more accurately plan fuel for the flight, optimize descent with Idle Factor and easily diagnose airframe or engine-related problems.

Air Astana is based in Kazakhstan, Almaty. It operates scheduled, domestic and international services on 64 routes from its main hub, Almaty International Airport, and also from its secondary hub, Nursultan Nazarbayev International Airport. Air Astana was founded in January 2006 and has been constantly developing since then, increasing the number of passengers served every year from 1.5m to 5.1m customers per year. It supports many domestic connections as well as international flights to Europe, Asia, and the Middle East.

With tail-specific performance models, based on QAR data and powered by Artificial Intelligence Air Astana can monitor the performance of each aircraft and for each day. Also, with over 80 engine and airframe diagnostic charts, they will be able to easily find the root cause of performance degradation. Everything in an easy and fully automatic way.

Nowadays, it becomes more and more crucial to implement fuel efficiency procedures in airlines. The number of flights is constantly growing and, by now, the aviation industry is responsible for 3% of global CO<sub>2</sub> emissions.

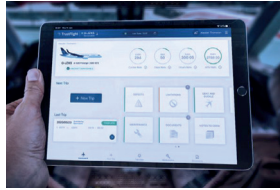
Responsible airlines such as Air Astana takes part in creating this positive fuel efficiency eco-system.

# Electronic Tech Log from TrustFlight receives rare endorsement from EASA

Aviation software specialist, TrustFlight, announced in, mid-October 2021, that it has received a letter of endorsement from the European Aviation Safety Agency (EASA) for its powerful Electronic Tech Log digital workflow application, part of the company's advanced operational management solution, Centrik.

The Electronic Tech Log has been designed to provide flight crew and engineering teams with remote, up-to-date access on the operational status, flight and maintenance history of their aircraft. The system places all relevant data in one easy-to-access portal, removing the need for outdated paper processes, helping to eliminate transcription errors and deliver significant improvements in efficiency.

After conducting an extensive evaluation of the system's performance across a range of airworthiness,



operations and cybersecurity requirements, EASA presented TrustFlight with a letter of No Technical Objection (NTO) for the Electronic Tech Log – one of the few times the agency has offered such an endorsement for a system of this type,

complementing the recognition Centrik has already received from numerous EASA regulatory authorities.

“Our goal as a business is to demonstrate the true potential of digital workflow solutions for the aviation industry – something that is much easier to do when you have the support of the regulatory bodies behind you,” said Karl Steeves, CEO at TrustFlight.

The recommendation from EASA for TrustFlight's comprehensive aircraft management tool also means European operators can cite the NTO as a supporting document in any related acceptance or approval

process, helping to deliver further improvements in efficiency.

“The Electronic Tech Log delivers genuine time and cost savings to our clients by cutting out the paperwork and digitizing some age-old processes. When you add in the wealth of industry knowledge, experience and regulatory expertise we have within our team, we're genuinely able to offer our clients a comprehensive level of support across their entire operation,” added Steeves.

The NTO will allow TrustFlight to help European operators quickly transition to further paperless operations, including Electronic Signatures, Digital MEL deferrals and Electronic Certificates of Release to Service. When combined with the company's suite of additional products and services, aviation businesses from all sectors of the industry can turn to TrustFlight to make the move towards a more digital future.

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# British company has 90+ Airlines actively using their skybook aviation software

**Over the last two years (up to October 2021) the aviation and airline industry has had a temporary halt due to the unforeseen circumstances.**

However, at Bytron Aviation Systems the past two years have seen an incredible amount of success and growth. They now have 90+ airlines spanning six continents all over the world, actively using their aviation software and services. Whilst their united team continues to grow.

That growth is largely due to their innovative flight operations and EFB software, known as skybook. Also, their renowned strong levels of customer service and technical support, with which they have a 99.99% uptime guarantee for their software. With their ongoing user experience design, development and testing team, Bytron are always pushing the

aspirational boundaries of what is achievable with their EFB and flight dispatch modules.

## Leaders of integrated aviation software.

What makes Bytron really stand out as global leaders when it comes to aviation software is their innovative development roadmap and bimonthly release cycles of skybook. They are due to release their highly anticipated Reporting & Analytics module in December 2021, which will allow any airline department to access the EFB flight data in one place and make better analytical judgements based on the performance.

One key factor for Bytron's success is the ability to be able to fully and seamlessly integrate skybook with other systems, connecting the management of flight

data. There is nothing else as versatile as skybook on the market. Thanks to the close relationships the account managers have with their customers and experienced professionals within the aviation industry; Bytron are able to really understand what a commercial pilot requires next from an EFB and what a flight operator's pains are when it comes to managing flight information.

## Efficient flight operations all over the world

Skybook is now in operation across 51 countries and their Visionary Shane Spencer is confident that over 2500 aircraft will be using skybook within the new year. Having smashed their business targets this year, they are well on track to reach their ten-year target.

[Read the full story on Aircraft IT Website](#)

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# NAVBLUE and ENAC (French Civil Aviation University) sign partnership to develop solutions for the aviation of tomorrow

NAVBLUE, the Airbus subsidiary dedicated to Flight Operations and Air Traffic Management Solutions, announced in early November 2021 that it has consolidated its cooperation with the French Civil Aviation University (ENAC), acknowledged as one of the major training organisations in the aeronautics and air transport field in Europe, by signing a partnership agreement in view of developing innovative solutions for air transport operations and services.

NAVBLUE will propose operational deployment and solutions in order to improve the performance and particularly the safety and environmental impact of air transport.

ENAC research labs plan for the next-generation air transport systems with the emergence of technological breakthroughs. ENAC students will benefit from these cutting-edge innovations.

"It is with enthusiasm that ENAC celebrates the signature of an innovative and fruitful partnership with NAVBLUE, a state-of-the-art company in charge of providing flight ops and aviation solutions. We are gathering our strengths to propose full-fledged solutions, improving safety, sustainability and performance in the air transport field. Furthermore, ENAC will be very glad to assist NAVBLUE in research domains," stated Nicolas CAZALIS, ENAC Vice-President.

"It is a pleasure for NAVBLUE to sign this partnership agreement with ENAC, recognized as the leading aeronautics and aviation university in Europe, for providing a unique combination of academic, professional training and research activities. From student collaboration to long term innovation initiatives, this partnership will contribute to fill the gap between university research projects and the aviation industry in the field of Airline operations," added Patrick Hagelauer, Chief Strategy & Innovation Officer at NAVBLUE.

**ENAC:** The École Nationale de l'Aviation Civile (ENAC), the school of the Direction Générale de l'Aviation Civile (Civil Aviation Authority, or DGAC) under the supervision of the French Ministry of Ecological Transition, combines education and research in aeronautical engineering, air navigation and aircraft piloting. Every year ENAC admits over 2000 students who are enrolled in more than 30 programs of study, and 3500 trainees enrolled in continuing education programmes. ENAC's 25,000 graduates can be found in some 100 different countries on all five continents — proof of the school's international influence. Its scale and its human and pedagogical resources make ENAC the leading European school of aeronautics today.

[Read the full story on Aircraft IT Website](#)

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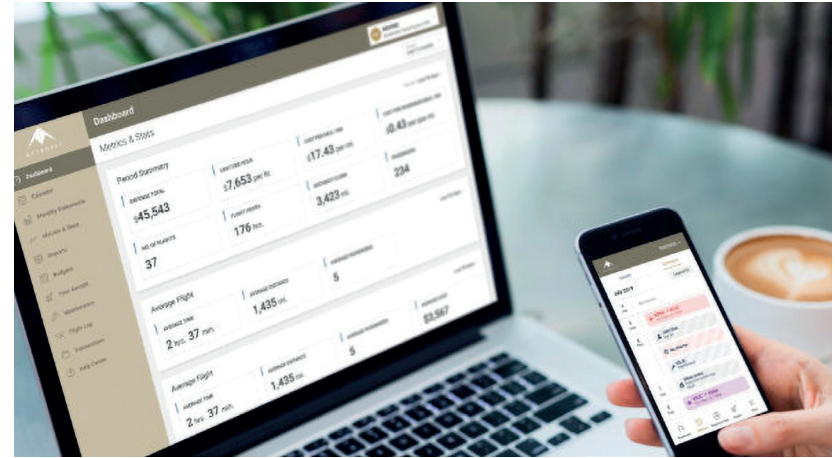


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## Hong Kong's Metrojet Turns To Comply365 To Further Enhance Safety And Security



### Comply365's Document Distribution and Compliance Management System, Electronic Forms to transform operations

In mid-October 2021, Aviation software leader Comply365 was pleased to announce that Hong-Kong based Metrojet Limited will rely on Comply365's mobile platform to deliver personalized and targeted content to their flight crews to raise the bar on safety and efficiency.

Pilots and cabin crew at the business jet operator will have instant mobile access to their most updated operational content, with the ability to quickly search and personalize their documents. Comply365's solutions will help Metrojet continue to excel in its top priorities of safety and quality by driving higher rates of compliance with real-time reporting insights.

"We are excited at the prospect of implementing Comply365. This platform will provide Metrojet with a reliable solution for the automated distribution and management of flight-related documents directly to flight crew EFB's" said Kobus Swart, Director, Flight Operations at Metrojet Limited.





“Making use of a tried and tested document sharing solution such as Comply365 enhances safety and security and raises the Metrojet level of service for our clients and flight crew. In Metrojet’s efforts to reduce the carbon footprint and enhance sustainability, Comply365 offers us less manpower, greater efficiency, and a paperless environment,” Swart added.

As a highly respected business jet company in Greater China and Southeast Asia, Metrojet’s business aviation services include aircraft management, maintenance, charter, and consultancy services. As part of the Kadoorie Group, which pioneered business aviation in Hong Kong, Metrojet became the first business jet operator in Hong Kong in 1997 and is the first and only local operator recognized by the International Business Aviation Council (IBAC) for its 10-year participation in International Standard for Business Aircraft Operations (IS-BAO). Metrojet received its first IS-BAO certificate in 2011 and is now the highest Stage 3 IS-BAO certificate holder.

Not only will flight crews have both online and offline access to important content, but they will be able to send routine data or critical facts to their offices with Comply365’s electronic forms. By replacing a combination of paper and PDF forms, Comply365’s solution will allow the operator to increase productivity and improve operational performance.

“We are excited to welcome Metrojet into our community of Comply365 users, and to see them realize the benefits of a more efficient, digital operation,” Comply365 CEO Tom Samuel said. “It’s wonderful to create partnerships with customers with such a drive for technology and innovation, and we’re confident our solutions will help Metrojet uphold their great reputation for quality, reliable service while providing them with greater insights into their data.”

**Comply365:** Comply365 is a leading provider of enterprise SaaS and mobile solutions for content management and document distribution in highly regulated industries including aviation, rail, and energy. Comply365 supports the world’s most mobile and remote workforces with targeted and personalized delivery of job-critical data that enables safe, efficient, and compliant operations. Every day, hundreds of thousands of pilots, flight attendants, maintenance technicians, rail conductors and engineers, and energy workers rely on Comply365 for digital delivery of operational (OEM and company) manuals. Having played an instrumental role in the FAA’s approval of replacing the traditional, paper-based, pilot flight bags with electronic flight bags (EFBs), Comply365 partners with clients to transform their industries.

**Metrojet:** Established in 1997, Metrojet as part of the Kadoorie Group, pioneered business aviation services in Hong Kong and remains one of the foremost safety and customer-focused business jet operators and maintenance providers in the Asia Pacific region. The company provides all-inclusive aircraft management, charter, maintenance, and aviation consultancy services to our growing business aviation customer base.

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# Air Premia signs up for N-Flight Planning and N-Tracking

**Air PREMIA, Korea's Hybrid Service Carrier, announced in late October 2021 that it has selected NAVBLUE's N-Tracking and N-Flight Planning to improve the airline's Operations Control.**

N-Tracking is a browser-based Aircraft Situational Display solution from NAVBLUE that empowers the dispatcher with real-time Flight Monitoring, Situational Awareness and Enroute Communications in a single application.

N-Flight Planning will allow Air PREMIA to optimize their flight plans while reducing IT costs. This flight planning solution has a configurable alerting system that allows the user to focus on the more important tasks first. Additionally, the automation of the flight planning process can be configured from start to finish to assist the user.

"Air Premia expects to have an effective operation control through NAVBLUE's N-Tracking and N-Flight



Planning. We are sure that Air Premia will increase market competitiveness based on NAVBLUE's advanced technology and capabilities from now on," said Air Premia's official.

**Air PREMIA:** Air PREMIA is Korea's first Hybrid Service Carrier operating the Boeing B787-9 Dreamliner with a focus on medium and long-haul international routes.

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# Introducing SkyBreathe® 360° eco-flying platform

## Solutions to reduce CO<sub>2</sub> emissions

It was confirmed in late October 2021 that the SkyBreathe® software is now a complete 360° platform that integrates multiple products that have been designed to involve all stakeholders and spread a vibrant green culture in your airline to reduce fuel consumption, CO<sub>2</sub> emissions, and costs.

SkyBreathe® collects data from black boxes, weather, air traffic control, and maintenance. Through Big Data algorithms and Artificial Intelligence, it produces recommendations for airlines and pilots that let them reduce their fuel consumption by up to 5% without any modification of the aircraft and give everyone in an airline the ability to make smarter and faster decisions for a seamless workflow that saves time, increases fuel efficiency and green culture.

This is the ultimate goal of the new SkyBreathe 360° eco-flying platform in which each product is powerful alone and where users can also get the magic by combining them all together. All the integrated products have been thought to involve all stakeholders in the airline's fuel program to minimize CO<sub>2</sub>, increase fuel savings, and easily spread green culture.

- With SkyBreathe Analytics: identify fuel-saving opportunities, monitor progress, and take actions through powerful Big Data and AI fuel management software. SkyBreathe Analytics goes with a dedicated native mobile application for pilots: MyFuelCoach. With MyFuelCoach, pilots can access briefing and debriefing valuable information.
- SkyBreathe Advanced Trajectory add-on takes flight analysis to the next level by providing plenty of additional functionalities to identify new savings in trajectories analysis: optimize direct opportunities, analyze routes waypoint by waypoints and improve short approach fuel initiative.
- With SkyBreathe OCC: understand and improve on-time performance. SkyBreathe OCC allows airlines to build and share key metrics, investigate root causes and understand reactionary delays.
- Airlines can go further in building a new future for greener aviation by getting SkyBreathe OnBoard, and engaging pilots at the right moment with an EFB application that provides real-time support for fuel-saving during the flight in a seamless, natural, and simple way.
- Soon, a new product will integrate the SkyBreathe® platform that will offer big saving opportunities.
- Combining all these modules, airlines can build and grow a successful fuel efficiency program without having to juggle many different tools, and achieve greater fuel savings while protecting nature, all in one place.

[Read the full story on Aircraft IT Website](#)

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[sita.aero/mission-control](https://sita.aero/mission-control)



# How Corsair International improved its fuel efficiency using big data analytics

**Corsair International is a French airline based at Paris-Orly airport which operates Airbus A330.** AircraftIT interviewed Jonathan Hess, Operations Engineer & Manager of Flight Operations Engineering at Corsair, shares his experience of using SkyBreathe® Analytics to optimize fuel savings.

## **AircraftIT: What were your goals and main issues when you chose SkyBreathe®?**

**Jonathan Hess:** Fuel efficiency has been a serious matter at Corsair for a long time.

Indeed, we created our first fuel efficiency letters for pilots in 2007. We also had fuel efficiency studies going on, and we had a pilot in charge of analyzing flight data.

However, it was difficult to conduct advanced fuel analyses based on flight data without a Fuel Efficiency Management System. Also, with the rise in fuel prices, we felt increasing financial pressure, so we decided to accelerate our fuel efficiency efforts by implementing SkyBreathe® to save fuel.



## **AircraftIT: How did the implementation of the project go?**

**JH:** Of course, we faced some challenges during the implementation phase of the project: mostly regarding flight planning data formats. However, our IT

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Andy Pyett, Line Maintenance Control  
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Engineers and OpenAirlines had an excellent collaboration; we appreciate the flexibility and ability of OpenAirlines' project team to adapt to our data formats. We implemented SkyBreathe® in seven months in line with our project plan.

**AircraftIT: What are the benefits that the solution brings to Corsair International so far?**

**JH:** SkyBreathe® allows us to find opportunities to be more efficient in places that we weren't questioning because we thought it couldn't be improved. For example, in the West Indies, the alternate airport at arrival for Fort-France (FDF) was in Pointe à Pitre (PTP), and vice-versa. It was convenient since they are both French fields and we had an assistance contract. However, we realized that if we used Sainte Lucie (UVF for Fort de France and ANU for Pointe à Pitre) as alternate airports, it could generate substantial savings. So, we decided to change the flight plan, and it resulted in a strong decrease of alternate fuel reserve. Six months after it has been implemented, we observed a gain of 37,000€.

Another example is that we realized that we had significant variations between the actual and planned zero-fuel weight. So, we decided to act on freight forecasts, asking for a day-of-ops update to have a more reliable zero-fuel weight, and adjust the fuel accordingly. During the following year, we improved significantly the average weight difference (planned vs actual). Indeed, we estimated it allowed us to save around 130,000€.

Furthermore, we strongly decreased our average pilot extra fuel by means of communication to the pilots and save more than 110,000€ the following year.

Generally, SkyBreathe® helps us to challenge our processes, brings potentials to light, and so is a key tool for change management.

**AircraftIT: What features do you particularly enjoy?**

**JH:** I really enjoy the whole tool, but what I enjoy the most is the Query Editor, which is a flexible environment where we can create our own indicators and measures to run any kind of analysis.

**AircraftIT: What advice would you give to airlines which want to set up a fuel efficiency program?**

**JH:** First, I think it is important to gather a multidisciplinary team. Getting people engaged in fuel efficiency is a challenge. I would say that involving engaged pilots is key to nurture fuel efficiency meeting with feedback from the field. It is also necessary to have a dedicated person for fuel analysis to turn fuel analysis into actionable insights. And my last advice would be to communicate on fuel efficiency as much as you can.

**AircraftIT: If you had to define SkyBreathe® in three words, what would they be?**

**JH:** I would define SkyBreathe® with the following words: User-friendly; Intuitive; Complete. SkyBreathe® allows us to benefit from all our flight data to get actionable insights.

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# Lufthansa Systems provides navigation data to Universal Avionics

In late October 2021, Lufthansa Systems was pleased to announce its partnership with Universal Avionics. The Tucson, Arizona, based manufacturer of avionics systems now uses Lido FMS navigation data as the primary source for its navigational databases. Universal Avionics and its customers profit from the Lido FMS, which meets the highest standards in currency, precision, and data integrity. Lufthansa Systems provides Universal Avionics with more than 25,000 aerodromes out of the navigational library, which encompasses over 35,000 aerodromes worldwide. With this partnership, more than 4,500 additional aircraft use Lido FMS through the Universal Avionics flight management system.

"This partnership enables Universal Avionics to continue delivering unprecedented service to our customers as we expand our product portfolio offering," said Robert Clare, Services Director at Universal Avionics. "We are excited to collaborate with Lufthansa Systems to access their suite of services, and augment our offering of services to our distribution network and end users," he added.

Lido FMS is a comprehensive, certified navigation database, containing all relevant aeronautical data with worldwide coverage. The database consists of more than 35,000 aerodromes and associated procedures. All relevant aeronautical data

is provided, including information about airports, airways, waypoints, radio beacons, holding patterns, and approaches. Lido FMS holds EASA Service Provider Certificate Type 1 and is compliant with relevant industry standards such as RTCA DO-200, RTCA DO-201 and ARINC 424.

Universal Avionics: Universal Avionics, an Elbit Systems Company, is a leading manufacturer of innovative commercial avionics systems offered as retrofit and forward-fit solutions for the largest diversification of aircraft types in the industry.

**Lufthansa Systems:** Lufthansa Systems GmbH & Co. KG is a leading airline IT provider. Based on long-term project experience, a deep understanding of complex business processes and strong technological know-how, the company provides consulting and IT services for the global aviation industry. More than 350 customers worldwide rely on the know-how of IT specialists at Lufthansa Systems. Its portfolio covers innovative IT products and services, which provide added value for its customers in terms of enhanced efficiency, reduced costs or increased profits. Headquartered in Raunheim near Frankfurt/Main, Germany, Lufthansa Systems has offices in 16 other countries.

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# Evionica is launching Freighter Weight & Balance software for Western Global Airlines

**Evionica — well known for its fastest and easy to use passenger aircraft W&B solution — confirmed at the start of November 2021 that it is well advanced in extending its platform to support cargo operations.** We developed a super-handly interface for managing wide-body freighters' load control. The interface is optimized to manage the whole load distribution process on a single screen. The interactive deck map indicates feasible positions based on automatic recognition of the load properties (i.e., ULD contour and weight). Compliance is ensured with live trim and load limits validation (e.g., running/linear loads, combined and accumulated load limitations). On-site loadmasters can run computations on a hand-held tablet device (e.g., Apple's iPad). As a cargo operator you will not have to assure connectivity as the app works offline and online.

"The cooperation with Evionica is seamless and the expertise of Evionica allowed the project to be performed with a small and efficient engagement from us. The offline mode will support our global operation significantly," commented Chad W David, Director of Planning & Ground Operations, Western Global Airlines.

"The aviation cargo market is booming and needs an efficient solution. Our expertise and competent team are key factors for the success of this project." added Mateusz Godun, CEO, Evionica.

**WGA:** Headquartered in Estero, Florida, with an MRO in Shreveport, Louisiana, Western Global Airlines provides contracted air cargo transportation services ranging from ACMI to Full Service, on a global scale. They are the premier 21st century, high-tech air cargo platform serving customers in e-commerce, express, freight forwarding, logistics, non-profit, and governmental organizations. In only six years, Western Global has become a leading, global logistics powerhouse, safely and reliably flying to over 400 cities in 135 countries on six continents on behalf of its diverse, blue-chip, client base in the logistics industry.

Western Global Airlines is a keystone asset to building an integrated e-commerce platform, and its superior business model, know-how, experience, and capabilities are virtually impossible to replicate. A flexible operating platform allows Western Global Airlines to anticipate and respond rapidly to the needs of customers in away other airlines cannot. Western Global Airlines' strengths translate into higher profits for its customers.

**Evionica:** Evionica delivers intelligent solutions to improve the operations of companies in the aviation industry. It offers feature software for Weight & Balance calculations, as well as a range of systems to enhance the pilot training process. Evionica provides its services on all continents for clients such as Wizz Air, Lufthansa Aviation Training, LOT Polish Airlines and Gulf Aviation Academy.

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# Comply365 to Deliver Mobile Document Distribution for ACL Airshop Staff

## Comply365 Solutions Support Cargo Company's Record Growth

At the very start of November 2021, Aviation software leader Comply365 was pleased to welcome its newest customer, ACL Airshop, who will rely on Comply365's cloud-based solutions for a more efficient and reliable, digital operation supporting the world air cargo industry. Staff at ACL Airshop's service centers around the globe will use Comply365's mobile platform to access critical operational content specific to their location and record their compliance.

ACL Airshop is an international provider of Unit Load Devices, cargo control and air freight products, and provides logistics services for the aviation industry. While headquartered in Greenville, S.C., the company has over 55 locations at major air cargo hubs on six continents. ACL Airshop needed a trusted document management system with a reliable mobile app to deliver location-based operational content to its frontline.

"ACL Airshop chose Comply365 to help us with organization and compliance during a period of unprecedented growth for our company," COO Wes Tucker said.

"We work within a highly regulated industry, and it's important to keep compliance and accountability at the forefront. Comply365 allows us to accomplish this while increasing our agility and responsiveness to our customers."

Frontline employees will also be able to review their most up-to-date operational content more accurately and quickly. ACL Airshop will be able to deliver content and personalized notifications based on roles and service center locations and drive higher rates of compliance with reporting insights.

"It's a pleasure to welcome ACL Airshop as the newest member of our Comply365 community. We look forward to helping them provide the data their frontline needs to deliver critical, time-sensitive cargo across the globe. The scalability of our platform makes it easy to offer a great end-user experience not only for flight and maintenance crews but for frontline employees as well - at companies of all sizes and services within the transportation industry," said Comply365 CEO, Tom Samuel.

**Comply365:** Comply365 is a leading provider of enterprise SaaS and mobile solutions for content management and document distribution in highly regulated

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industries including aviation, rail, and energy. Comply365 supports the world's most mobile and remote workforces with targeted and personalized delivery of job-critical data that enables safe, efficient, and compliant operations.

**ACL Airshop:** ACL Airshop is a technology-enabled global leader in air cargo Unit Load Device (ULD) logistics solutions to over 200 airlines, air cargo carriers, and other transportation clients. ACL Airshop is known for its High-Performance Culture with speedy responsiveness to customers. ACL Airshop owns, maintains, and leases its own very large fleet of ULDs, including air freight pallets and containers, issued from 55 airport hub locations across North America, Europe, Asia Pacific, the Middle East and Latin America. ACL Airshop's strong growth in recent years builds on the company's 38-year heritage as an air cargo equipment and logistics specialist. Today, the company maintains the largest independent inventory of lease-ready ULD assets in the industry for short-term solutions, and also has an array of longer-term ULD Management contracts. It also has manufacturing and repair station capacities for cargo control products. The company is deploying innovative logistics technologies such as 'FindMyULD' which yield better fleet efficiencies and operational cost savings for customers.

[Read the full story on Aircraft IT Website](#)

## Demand for Web Manuals' digitalization tool up 40% in Africa

**Web Manuals, a world leader in digital documentation for the aviation industry, confirmed in early November 2021 that it is continuing to expand its global presence with a 40% increase in its customer base across Africa since January 2021.** Representing a wide cross-section of the industry, 43% of the African organizations joining Web Manuals' community are airlines, closely followed by business jets and missions, then flight schools, demonstrating the breadth of applications for Web Manuals' document digitalization tool and the continent's appetite for digital transformation.

Paul Sandström, Chief Revenue Officer and Director of Operations EMEA, Web Manuals stated; "We have been serving the African market since 2015, but over the past year have seen a huge increase in demand for our services across the continent. It is clear to see that more operators are ready to take their document digitization to the next level and there is huge potential for Web Manuals to support all segments of the aviation industry. As borders begin to reopen, we want our customers to feel confident that they can direct their time and energy into optimizing the travel restart, without the additional burden of having to update all their documents manually."

Web Manuals now has more than 380 customers around the world and in August strengthened its Asia presence by opening a new office in Singapore.

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# Pacelab FPO, the Application airline pilots love, receives Solar Impulse Sustainability Award

In mid-October 2021, Pacelab FPO, a market-leading Flight Profile Optimization application by PACE Aerospace, a TXT company, was attributed the 'Solar Impulse Efficient Solution' label following an assessment performed by external independent experts and based on verified standards. It is thereby joining the #1000solutions challenge, an initiative by the Solar Impulse Foundation to select solutions that meet high standards in profitability and sustainability and present them to decision-makers to fast-track their implementation.

PACE Head of Flight Operations Frank Opel had this to say about being awarded the label for Pacelab FPO: "It thrills us to know that thousands of pilots around the world are using our software every day to reduce fuel consumption and increase flight safety. We are extremely proud of this award and what it represents and are equally proud of our Pacelab FPO team, who work tirelessly every year to innovate our product. For PACE, every kilogram of fuel saved is another step toward protecting the environment, and with this award, we hope to encourage more pilots and airlines to adopt Pacelab FPO as well as take other steps toward reducing global carbon emissions."

Pacelab FPO is the most precise, most cost-effective software on the market to help pilots make better decisions regarding vertical flight profile optimization. It has helped some of the world's biggest airlines save millions of kilos of fuel, meaningfully reducing CO<sub>2</sub> emissions and increasing profitability. The solution is mainly used in the cockpit by pilots — and they love it! Somewhat like a nav system in a car, the software is installed directly onto an iPad or Windows tablet and integrates perfectly into the aircraft's EFB. FPO is the ultimate decision support aid for pilots, but it goes beyond simply giving them indications about how to fly more efficiently. This powerful application also provides pilots with the reasons behind suggested changes to their flight plan. As a result, FPO not only helps save on costs and CO<sub>2</sub> emissions, but it also aids in increasing a pilot's situational awareness, producing the added benefit of improving overall flight safety.

To receive the 'Solar Impulse Efficient Solution' label, Pacelab FPO was thoroughly assessed by a pool of independent experts according to five criteria covering the three main topics of Feasibility, Environmental and Profitability. All labelled solutions are part of the #1000solutions portfolio that will be presented to decision-makers in business and government by Bertrand Piccard, Chairman of the Solar Impulse Foundation. The aim of this initiative is to encourage the adoption of more ambitious environmental targets and fast-track the implementation of these solutions on a large scale.



The 'Solar Impulse Efficient Solution' label: One of the first labels for positive impact businesses bringing together protection of the environment and financial viability, the 'Solar Impulse Efficient Solution' label is attributed following an assessment performed by external independent experts. In collaboration with renowned institutions, solutions applying for the label must go through a neutral methodology based on verified standards. This label serves as an award for clean and profitable solutions.

**The Solar Impulse Foundation:** The Solar Impulse Foundation is dedicated to accelerating the implementation of clean and profitable solutions. Moreover, the Foundation is helping decision-makers in businesses and governments to achieve their environmental targets and adopt more ambitious energy policies, which are necessary to pull these solutions to market. A way to carry the success of the first solar-powered flight around the world further.

**PACE:** Founded in 1995, PACE has built a reputation for developing trailblazing software products, which took it from university spin-off to international market player and partner of choice for leading aerospace and aviation companies. As part of TXT e-solutions, the company focuses on producing high-quality software for niche markets such as preliminary aircraft design and evaluation, aircraft product configuration, flight operations and extended reality training.



# AI Image Analysis Technology used in Volcanic Ash Forecasts

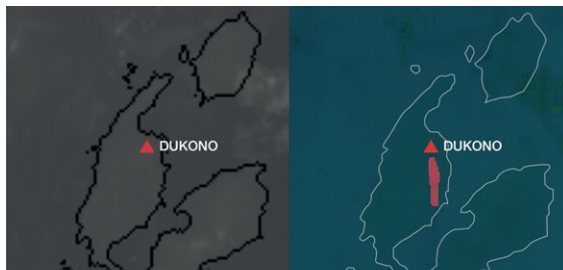
**Volcanic ash clouds pose a danger to aircraft in flight.** Volcanic ash and particles made up of silicates can melt inside the hot temperature of a jet engine and cause failure. Ash clouds can also affect sensors on an aircraft, damage the exterior of the aircraft and can contaminate the air quality inside the cabin.

In 2010, Iceland's Eyjafjallajökull erupted, shutting down European air space and forcing the closure of airports and cancellation of many flights in about 30 countries. In 2021, various volcanic eruptions have occurred which have caused disruptions to air travel, such as Mt. Etna in Italy, La Palma in the Canaries, and Fukutoku in the West Pacific.

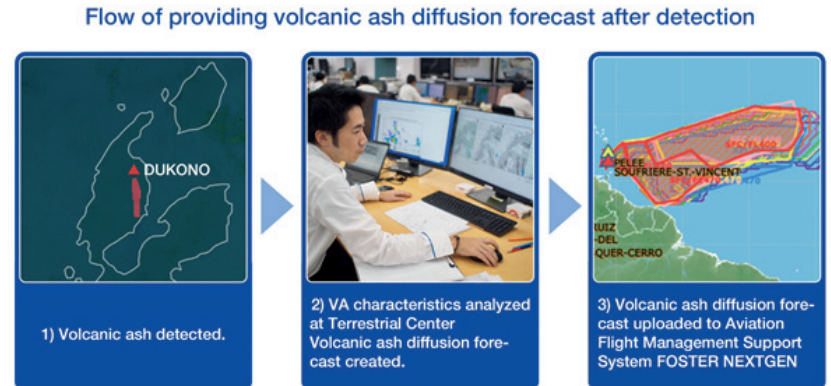
At Weathernews Inc., the Terrestrial Center is responsible for monitoring volcanic ash activity worldwide. This group of experts employ proprietary AI image analysis technology in creating our original volcanic ash diffusion forecasts. In particular, this system uses modeling to distinguish subtle differences between clouds and volcanic ash clouds. When this system is applied to satellite or webcam imagery, small eruptions that were previously difficult to detect due to cloud cover can now be detected quickly and accurately and as a result, volcanic ash diffusion forecasts can be released and updated quickly. Another benefit is the ability maintain a continuous monitoring capability by providing real-time observations to airlines operating within the vicinity of a volcano.

In response to many requests from their valued customers, Weathernews Inc. announced in early October 2021 that it has developed a new service called Airspace Critical Operation Support (ACOS) which incorporates the volcanic ash forecasts created by their Terrestrial Center.

Weathernews Inc. designed this service to respond to various volcanic ash support needs from airlines, such as more consistency in volcanic ash forecasts for any region of the world, ad hoc updates to support decisions on route changes and hold or divert decisions as well as optimized flight scheduling. AI image analysis has played an important role in allowing Airspace Critical Operation Support provide timely updated volcanic ash forecasts as well as the latest real-time information to ensure



**Figure 1: Himawari-8 infrared imagery taken at 2110UTC on April 4th, 2021 indicating volcanic ash from Dukono located in the northern part of Armahera Island, Indonesia. The volcanic ash plume cannot be observed on infrared satellite imagery (left). An AI detection system can identify the volcanic ash cloud (right).**



safe operation of flights. At the same time, Airspace Critical Operation Support includes various tools for analyzing the impact of volcanic ash along the route; in addition, airlines can contact WNI's operations center 24x7 and inquire about their volcanic ash concerns.



**Figure 2: Volcanic Ash Diffusion Forecast for Fukutoku eruption on August 15th, 2021.**

**Figure 3: Volcanic Ash Diffusion Forecast for La Palma eruption on October 12th, 2021**

# Aviation Asset Management Data Science SaaS platform KeepFlying raises \$1.2M

It was announced in early November 2021 that KeepFlying® FinTwin®, a Data Science as a Service (DSaaS) platform from CBMM Supply Services and Solutions Singapore, has raised \$1.2 million in seed funding from a New York based Venture Capitalist, Bala Swaminathan Trust Fund, to deliver the first of its kind AI solution to the Aviation Asset Management Industry.

## Keepflying Management team

In an environment where Asset Owners and Financiers manage financial data in silos to an Asset's Technical & Operational data, the platform is aimed at using the power of Data Science to bridge technical statuses of each Asset to its finance cashflows and jurisdictional risks (Cape Town Convention) to forecast the financial lifecycle of an Asset through a Digital FinTwin®. MROs can visualize the revenue potential and profitability of upcoming Asset visits through the FinTwin®. Commercial viability of trades, carbon credits and residual value forecasting can assist Asset Owners to make informed decisions on Asset placement and subsequent tracking through an Asset's RUL (Remaining Useful Life).

The KeepFlying® FinTwin® platform allows Aviation Asset Owners and Financiers to improve the accuracy of forecasts of an Asset's Revenue Potential over its RUL

through advanced Data Wrangling techniques and Machine Learning models. MROs can reduce check Turn Around Times (TAT) and improve predictability of work scopes, profitability of Hangar and Shop Visits through Discrete Optimization and Dynamic Capacity Planning tools.

"This is an exciting time to be deploying an advanced AI / ML powered digital solution to Lessors, Airlines, MROs and Financiers who will focus on protecting the integrity of their Assets as they move cross-border and also use the power of technology to forecast consequences of Asset placement decisions using Technical, Financial and Risk data models. Equally crucial is the revenue opportunity it opens up for MROs by tapping into their historic and dynamic data for maximizing their capacity and opening up slots." said Sriram Pranatharthi Haran, CEO.

Bala Swaminathan, Investor, Bala Swaminathan Trust Fund added: "Data Science, when clubbed with SME expertise, is allowing KeepFlying® to empower the industry with Asset specific models of widely used Aircraft and Engines to help convert their data to dollars. Visualizing the revenue potential and risks that may come with an Aircraft trade are paramount and the need to bring it under a single platform is where we see maximum value for Airlines, Lessors, MROs, Financiers and also OEMs."



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# NAVBLUE and UWaterloo team up to drive sustainability in Flight Operations

**NAVBLUE, an Airbus company, and the University of Waterloo's Institute for Sustainable Aeronautics (WISA) in Canada announced in mid-November that they have partnered to address some of the industry's most complex sustainability challenges through applied research and innovation.** Over the next five years, NAVBLUE and WISA will explore how emerging technologies can identify and drive sustainability in NAVBLUE's core business of software for operations and crew management, flight planning, aircraft performance, flight data analysis and navigational data.

A first in Canada, WISA was launched in the summer of 2021 to foster cross-disciplinary research technology, and education aimed at making the aviation and aerospace sectors more environmentally, economically, and socially sustainable.

"The aviation industry relies on trusted partners like NAVBLUE to provide state of the art integrated systems that work in the background yet are the backbone of every traveller's experience," said Suzanne Kearns, Director of WISA. "There are enormous opportunities to reduce the negative environmental impacts of the sector, by supporting more direct and efficient operations, thus reducing fuel burn and resulting emissions."

"We are thrilled to be partnering with the Waterloo Institute for Sustainable Aeronautics, to research new technologies for flight operations. Sustainability is a complex issue we can only solve by working together. Working with WISA allows us to combine NAVBLUE's flight operations expertise and Airbus' manufacturing knowledge, with the University of Waterloo's renowned research capabilities to build sustainable solutions for our partners," added Thomas Lagaille, Head of Product Portfolio & Programmes and Managing Director Canada at NAVBLUE.

Sustainable aeronautics is a rapidly growing interdisciplinary field that encompasses all types of air transport, including aviation, aerospace, and space. Researchers develop innovative solutions, tools, and practices to create a viable future for air transport that delivers long-term social, environmental, and economic value.

"Aeronautics can be a force for good — connecting people around the world, driving cultural and economic exchange, creating millions of jobs, and providing limitless opportunities for innovation" said Jean Andrey, Dean of Waterloo's Faculty of Environment, where WISA is housed.

The long-term viability of the aviation and aerospace industries depend on socially, environmentally, and economic sustainable solutions and practices. Through this partnership, faculty and graduate students from across the University of Waterloo will work collaboratively with the team at NAVBLUE on applied research to address some of the industry's most complex issues.



**University of Waterloo:** University of Waterloo is a leading global innovation hub that drives economic and social prosperity for Canada and the world. With more than 41,000 students, it is home to the world's largest co-op education talent pipeline, to game-changing research and technology, and to an unmatched entrepreneurial culture. Together, these create partnerships and solutions to tackle today's and tomorrow's challenges.

[Read the full story on Aircraft IT Website](#)



# ASQS announces collaboration with ASL Aviation Holdings

## The Ireland-based Aviation Group joins hands with ASQS to standardize its approach to cooperate safety

ASQS GmbH, a leading specialist in the provision of integrated and web-based aviation QMS and SMS software announced, in mid-October 2021, a new contract with the global aviation services group and a world leading ACMI airline operator for major cargo and passenger airlines, ASL Aviation Holdings.

The Ireland-based multi-disciplinary aviation services organization ASL Aviation Holdings operates four European airlines, ASL Airlines Ireland, ASL Airlines Belgium, ASL Airlines France and ASL Airlines United Kingdom, and associate and joint venture airlines in South Africa and Thailand.

The integrated quality and safety management system IQSMS will provide each of ASL's European operations — ASL Airlines Ireland, ASL Airlines United Kingdom, ASL Airlines France and ASL Airlines Belgium — with a centralized platform for operational auditing, reporting and risk management, and will also allow ASL to link its Flight Data Monitoring (FDM) software directly to IQSMS via the FDM Risk Module.

“One of our objectives has been to streamline and standardise our tools, policies and procedures across the Group, and the IQSMS platform will very much help us achieve that objective. Other benefits include using common key safety performance indicators and a common risk classification process and the dashboards will provide us with real time safety information, allowing us to allocate resources in a timely fashion. The implementation of IQSMS will allow us to build on our existing commitment to Safety and Quality as ASL core company values,” said Jack Durcan, Group Flight Safety Manager at ASL Aviation Holdings.

“It's an extensive and exciting project and I am looking forward to supporting our new client in the implementation process” added Ruben Inion, Key



Account Manager at ASQS, who coordinates the implementation of the system with ASL Aviation Holdings.

**ASL Aviation Holdings:** ASL Aviation Holdings, a global aviation services company with airlines based in Europe, South Africa and Asia, and is a world leader in ACMI airline operations serving major cargo and passenger airlines. Headquartered in Dublin, Ireland, ASL's six airlines include ASL Airlines Ireland, ASL Airlines Belgium, ASL Airlines France and ASL Airlines United Kingdom in Europe. ASL also have joint venture and associate airlines FlySafair in South Africa and K-Mile Asia in Thailand. The group also includes several leasing entities. ASL Aviation Holdings operates cargo services for the world's leading express parcel integrators and online retailers. Group airlines also operate scheduled and charter passenger services under its own airline brands on domestic, international, and intercontinental routes in Europe,

Asia, the Middle East, North America and Africa. ASL has a global team of 2,500 people drawn from 51 nationalities. The Group has a fleet of 130 aircraft that includes 11 aircraft types ranging from the turbo prop ATR 72 to the Boeing 747. ASL's agreement with Boeing for 20 Boeing 737-800BCF 'Boeing Converted Freighters', will see the entry into service of the tenth aircraft later this year.

**ASQS and IQSMS®:** ASQS (Advanced Safety and Quality Solutions) is a global provider of SMS and QMS aviation software headquartered in Vienna (AUT), with a branch in Bangkok (THA) and Calgary (CAN). The company specializes in the development of web-based integrated safety and quality management solutions for airlines, business jet operators, helicopter operators, airports, ground handling agents/FBOs, and maintenance organizations.

[Read the full story on Aircraft IT Website](#)

## Finavia is first airport company to adopt NAVBLUE RunwaySense

**The airport company Finavia announced in early 2021 that it has signed a deal with NAVBLUE, becoming the first airport company to adopt RunwaySense, NAVBLUE's collaborative web-based platform for runway condition reporting activities.**

RunwaySense is an exclusive and unique NAVBLUE service, using unique data provided by Airbus A320 and A330 aircraft equipped with Braking Action Computation Function (BACF) software in order to accurately report the condition of the runway it has just landed on, against the FAA's Take-off and Landing Performance Assessment (TALPA) Runway Condition Assessment Matrix (RCAM). RunwaySense data is compliant with the ICAO Global Reporting Format (GRF) requirement, which came into effect on November 4, and assists airports in monitoring runway conditions and targeting their runway clearing activities. It provides a unique data report reflecting the aircraft's actual braking action. The accuracy allows airport

operators to target their runway clearing activities, especially important for runways subject to snowy conditions, for more efficiency and less disruption. RunwaySense takes advantage of continuous operations on the runway to collect real-time information on the runway condition. Finavia will access RunwaySense data via SoftAvia's Global Runway Reporter Alert (GRRRA) software. Six of the 20 airports managed by Finavia will now benefit from the RunwaySense service: Helsinki AIRPORT (IATA: HEL, ICAO: EFHK), Oulu (IATA: OUL, ICAO: EFOU), Kittilä (IATA: KTT, ICAO: EFKT), Kuusamo (IATA: KAO, ICAO: EFKS), Ivalo (IATA: IVL, ICAO: EFIV), Rovaniemi (IATA: RVN, ICAO: EFRO).

"We are proud that Finavia has chosen NAVBLUE and RunwaySense to support their runway condition reporting activities. Using this service will enhance their airport activity, especially at Helsinki Airport, an important transfer hub in Northern Europe. ICAO's GRF initiative is an important step for enhancing safe

runway operations and we're pleased to be able to contribute," said Thomas Lagaillarde, Head of Product Portfolio & Programmes at NAVBLUE.

"We experience heavy seasonal weather variation at all our 20 airports and our highly developed winter maintenance is world-renowned. We are glad to start the upcoming winter season with NAVBLUE's RunwaySense," added Henri HANSSON, Technical Director at Finavia.

**Finavia:** Finavia corporation manages and develops 20 airports in Finland. It offers the best long-haul connections in the Nordics and enables smooth travelling between Europe and other parts of the world. Finavia's ground-breaking work in developing passenger experience, sustainability and 'snow-how' are recognised as being among the best in the world. All their airports are carbon neutral. Finavia brings the world closer together.

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# Success with a complex implementation at Sunclass Airlines

**Lene Nielsen**, Business Analyst Nordic Leisure Travel Group IT and Karl-Oskar Tollsten, Head of Product Management, N-Ops & Crew at NAVBLUE share an implementation completed in challenging times



Readers will agree that tackling demanding projects and implementing a new IT solution for any part of the business, albeit more so for a core critical system, is always a challenge. If we add to that challenge the further dimension of having to re-launch, as a new airline, part of a business that has closed but whose legacies come with the re-start, that looks even more challenging. Now add in the sudden onset of a pandemic that virtually shut down the commercial aviation sector (including this new airline) and you will see the extent of the task that faced Sunclass Airlines when selecting and implementing a new Operations control solution — most definitely an interesting case study. But first, a few words about the subject of the study, Sunclass Airlines.

## SUNCLASS AIRLINES

Sunclass Airlines traces its roots back to a Scandinavian charter company founded in the 1960s. It later became a part of the Thomas Cook group and, since the collapse of Thomas Cook, Sunclass Airlines has been established as the in-house airline within the Nordic Leisure Travel Group consisting of the three Scandinavian tour operators, Spies, Ving and Tjaereborg. The fleet includes eight Airbus A321s and two A330s flying one hundred percent charter out of Scandinavia, into the Mediterranean during summer while, in winter, it is mostly to the Canary Islands and a few long-haul flights to Thailand and the Caribbean which the airline aims to increase in future seasons.

## THE DECISION TO IMPLEMENT NAVBLUE AND N-OC

Following the collapse of Thomas Cook, it was necessary to look at the Operations IT landscape because one of the areas where the former group had made significant progress was in consolidating all IT operations across the five airlines that were part of Thomas Cook Airline Group. That created a significant

“It was not only a matter of finding a solution for the Ops and crew management but also for EFB, ground handling, departure control, ACARS... everything. The task was to either make new independent contracts with legacy providers or find new providers. It was important to select the application that was the best fit for the new reality.”

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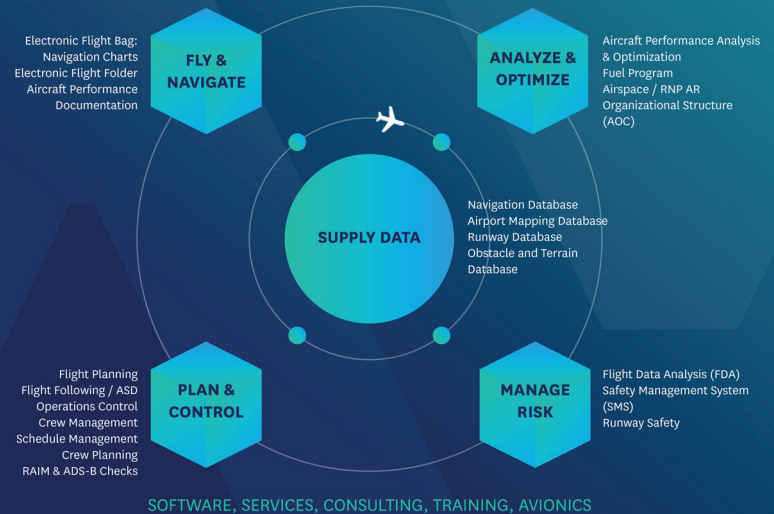
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problem for Sunclass Airlines who now had to operate independently. But the problem was turned into an opportunity, setting out to re-organize the IT operations landscape. It was not only a matter of finding a solution for the Ops and crew management but also for EFB, ground handling, departure control, ACARS... everything. The task was to either make new independent contracts with legacy providers or find new providers. It was important to select the application that was the best fit for the new reality. Secondly, it was also necessary to map and re-do all the integration infrastructure which amounted to quite a big task, all within a very tight timeline to complete.

So, Sunclass Airlines laid out a new IT landscape before inviting proposals from vendors for the various applications, including NAVBLUE. After a review of the different options, Sunclass Airlines decided to go with N-OC for Ops and Crew. One of the priorities for the new airline was to create a more flexible IT infrastructure.

“Flexibility was one of the key drivers, enabling task automation and integrations across the airline’s different applications. The intention was to minimize the manual workload by feeding data from one application to another.”

The existing infrastructure was rather rigid due to the siloed application landscape which made changes hard to implement. Flexibility was one of the key drivers, enabling task automation and integrations across the airline’s different applications. The intention was to minimize the manual workload by feeding data from one application to another.

A combined solution was attractive because Sunclass Airlines is a small organization needing a good way of allowing staff, who work in different areas of planning and crewing and day-to-day operations, to be in the same application at the same time. All of that was addressed by N-OC; especially the automation and the seamless integration aspects which are built into the core of N-OC, not as a secondary but as a main feature. Also, cost was a very important consideration; NAVBLUE was not the most inexpensive but nor was it the most expensive and overall made a good fit for Sunclass Airlines. These four points mainly drove their decision.

### NAVBLUE N-OC

The first thing to say about N-OC is that the system has a large breadth of capabilities, handling more or less every process and department in an airline who all touch N-OC either working in the system or the process, or touching the processes in N-OC from up to two years prior to departure until day of operations and then post-departure and post-arrival. Usage can be adjusted depending on the airline. There is Sunclass Airlines which is a charter airline with timetables running two or two and a half years into the future in N-OC while there are other users who do not know what they are going to be flying next week because they are purely ACMI specialists who will work when an AOG (aircraft on ground) happens somewhere and the airline whose aircraft is grounded needs the ACMI to operate the flight.

The core solutions are crew planning, crew control, schedule planning and operations control with a wide range of smaller processes that touch these from training planning to basic maintenance planning. N-OC is at the center of the airline operations where every business process is touched either through direct interaction or integration. Sunclass Airlines is an excellent example of how to embrace the system and integrate it into the airline’s business as the centerpiece of the IT landscape. In short, N-OC is a comprehensive Operations Control solution for airlines.

### THE SELECTION AND IMPLEMENTATION OF N-OC

Initially, Sunclass Airlines looked at four providers including their incumbent plus three others. Given the circumstances of the Thomas Cook collapse, there was not much time to map all of Sunclass Airlines’ processes and business requirements. But what impressed them with the NAVBLUE team was the organization, professionalism and indubitable experience in conducting the

“... extra time was required for a review of the legality rules and, of course, limited resources due to COVID. Overall, the implementation went well and was completed in ten months.”

business process review to help Sunclass Airlines better understand their processes and needs before suggesting how the solution might handle them. That was a NAVBLUE unique selling point.

Also, there was the successful scoping of Sunclass Airlines' legality rules which the airline realized had been significantly underestimated; it turned out to be a huge task. With the legacy agreements that accompanied the business from the previous owner came four union rule sets plus it is fair to say that Sunclass Airlines does not operate pure FTLs (Flight & duty Time Limitations) so there were a lot of custom rules that had to be built which was a main part of the implementation and it was a comfort to know that those issues were taken seriously by a prospective solution provider. Ultimately, 171 rules related to both unions' and the airline's own requirements had to be developed and incorporated into the solution. In fact, when NAVBLUE was introduced to the rules at the first business meeting with Sunclass Airlines and when, also, Sunclass Airlines stated a desired timeline, NAVBLUE had to say 'no' to configuring all of the rules in that time — everything else, yes; the rules, no. A further three months was added to the timeline to allow for that but it did require Sunclass Airlines to make arrangements to bridge the gap, which they did. In that respect, the unexpected arrival of COVID helped, not something you will often read.

From there, the implementation process was well structured and conducted. There was a clear method selected with a combination of an issue tracking tool that allows bug tracking and agile project management, and a task Gantt chart and timeline as well as follow-up meetings which all gave a good overview of the process. The timeline was exceeded by one month which was, in fact, quite impressive as the extra time was required for a review of the legality rules and, of course, limited resources due to COVID. Overall, the implementation went well and was completed in ten months.

One thing that Sunclass Airlines could not help but notice was the extent to which the NAVBLUE team really understood the business from end to end and the diversity of tasks within Sunclass Airlines. It was not just an off-the-shelf, one-size-fits-all option. Together, the teams explored different ways in which the NAVBLUE solution could be used to meet the inevitable variety of changes and challenges that go with the unusual circumstances of establishing a new airline that has a legacy provenance.



## CHALLENGES FACED DURING THE PROGRAM

Having been operating with systems inherited from the old business and which kept users within very rigid systems frameworks, the team at Sunclass Airlines were not used to the idea of a solution that was so flexible and agile to the project's changing needs. That gave them the opportunity to be more innovative, than had been the case before, about how the system could be used. It also meant that, to leverage full advantage from that flexibility and agility, Sunclass Airlines had to look more closely into the way they worked and their processes. Also, with regards to the legality rules, the assumption was that it would be a huge task but, even then, the team was astonished at the full magnitude of that task that was successfully achieved.

## ORGANIZING AND DELIVERING THE TRAINING

Usually, training with the N-OC team would be with physical training sessions but, due to COVID, that was not possible. As a result, all training and associated meetings were carried out remotely. The good thing about training remotely was that the training delivery could be recorded in order to go back to the sessions and review, if any questions were later identified — an opportunity that is not available with physical training. But what was missed from physical training was the interaction between the trainer and the trainee in which the trainer can pinpoint the areas where trainees might be out of their comfort zone. For the trainer it is more difficult to train remotely but the NAVBLUE team did a great job. Everyone was new to virtual training but both teams worked hard at making it work and succeeded.





## THE USER EXPERIENCE WITH NAVBLUE AND N-OC

From past experience and having previously undertaken major systems changes in the past five years, the Sunclass Airlines' team was used to changing vital systems. Also, with many years of working with their incumbent, they had visual confidence with the Gantt charts whose layout was familiar. Furthermore, Sunclass Airlines retained the same colors and naming convention that had been used in the legacy systems, which made it easier for people to adapt to the new system. But users had grown used to work with systems that were not configured with the same degree of flexibility and they are now on a steep learning curve to discover the full potential and flexibility of the N-OC system.

Most end users were furloughed during the project implementation, so when they returned, it was to a completely new system landscape. What stood out for them was how easy the new system was to use, especially noticeable in all the disruption caused by COVID.

## EXTERNAL AND INTERNAL APPROVALS

As an EASA Operator, Sunclass Airlines' FTL schemes and change management procedures are approved as part of their AOC; therefore, no direct approval is required from the Danish civil aviation authorities for changing the Crew Management System. However, of course, there was an internal change management procedure with the individual sign-offs done by reviewing tickets from the issue tracking tool, approving them and accepting them during the user acceptance period followed by a final sign-off of the entire delivery. There are jurisdictions where the authorities require direct approval of system replacement but not in the case of Sunclass Airlines.

## LESSONS LEARNED

Sunclass Airlines would, if called to do this again, try to limit the systems to be changed to just one at a time rather than both infrastructure and eight

applications at the same time. That was quite challenging: as one team member put it, rather like attempting a heart and a brain transplant at the same time. They would also prefer to have had a little more time; such a project should not take several years, it would lose traction, but another five months would have been preferred. In a similar vein, the Sunclass Airlines team would be a little more realistic about the initial go-live scope and perhaps have taken down the scope a little bit to focus on the core systems. And then be operating with an established backlog from the get-go, enabling non-core feature ideas to be parked until after the go-live. In fact, that was the method that was ended up with anyway. But having done so from the beginning would have assured that the resources had been allocated for post-go-live rather than having to request more resources to complete the final touches.

Advice that the Sunclass Airlines team would offer another airline considering a similar system change would be to first, map the business's processes before the event and be very precise in the scoping of the initial go-live scope. Also, be sure to sell the change to end users, the reasons why the change is taking place and to ensure that the users buy-in to the change, otherwise the success of the project is at risk.

## BENEFITS DELIVERED BY THE NEW SYSTEM

One of Sunclass Airlines' main goals was to achieve a more integrated operations IT platform which was delivered from the get-go; but, as the system is used, it is apparent that increasing numbers of pieces are fitting together and it is a fast process to get new things connected. Especially during COVID, Sunclass Airlines has been using the system for automatically reporting crews to national health authorities. When the aircraft lands, using the capabilities in N-OC, workflows outside of the application are triggered that send details to the health authority. It is also used for tracking the re-qualification of crews when they return to active duty. Furthermore, it is used as a broadcast and alert system enabling effective communication — all within a few clicks on the Gantt. The automation capability

“The team deals with a lot of suppliers and NAVBLUE has really stood out. The number of changes, fixes, new features that have been delivered since the go-live has been amazing.”

of N-OC has really started to prove its worth and show its potential and the flexibility of the platform has been appreciated. Even though the system might have been put to the test at times with the volume of changes caused by COVID, it has proved its capability.

## LOOKING TO THE FUTURE

At the time of writing, Sunclass Airlines was just in the final stages of mapping out step 2 of the project. Considering the short timeline, there are a lot of ‘nice to have’ developments to consider plus there is a further need to review the airline’s processes. Also, as all the end users were furloughed during the project implementation and were only activated during the go-live, there was not a chance to fully involve the end users in the overall vision of the system landscape. But, one thing that users have learned is that, because everything was changing all the time during COVID, the system is very flexible and Sunclass Airlines provides very fast solutions to whatever is thrown at the system. So, there is a need to sit down and consider step 2 of the project to get it organized, apart from fighting the disruptive effects caused by COVID.

One big plan is to develop concepts for resource modelling and predictions and use the tools within N-OC to build further automation concepts. Sunclass Airlines has been low on internal resources during the pandemic so now, as operations are coming back with some consistency, and as resources return, it is possible to think about developing more concepts to make full use of N-OC.

## IN CONCLUSION

The Sunclass Airlines team were keen to recognize the excellence of the post-go-live support that the NAVBLUE provided. The team deals with a lot of suppliers and NAVBLUE has really stood out. The number of changes, fixes, new features that have been delivered since the go-live has been amazing.

From NAVBLUE’s perspective, Sunclass Airlines has proved a very good example of how N-OC should be embraced and how it can be utilized within an airline. For example, N-OC does not have to do everything in the airline but it can provide inputs to in-house tools such as flows and automation, and, for Sunclass Airlines, feed the in-house flight service. Sunclass Airlines approached NAVBLUE with the thinking of how they could enhance their events in N-OC and how the integration of Operations databases could be achieved. For NAVBLUE, this project is a model on how to implement core critical systems like N-OC in an airline.

### LENE NIELSEN



More than 25 years’ experience within airline operations disciplines such as rostering, dispatching and OCC duty officer has provided Lene with a unique view on airline operations. This led to a key business project role implementing consolidated ops systems within Thomas Cook Airlines Group and later her current position as Business Analyst in Nordic Leisure Travel Group. Lene acted as the leader and IT project manager for implementing N-Ops & Crew for Sunclass Airlines and is one of the driving forces to utilize the full potential of our new application landscape.

### KARL-OSKAR TOLLSTEN



Karl-Oskar Tollsten (a.k.a. ‘Kotte’) is the Head of Product Management, N-Ops & Crew at NAVBLUE, an AIRBUS Services Company. In his role, Karl-Oskar is responsible for managing the global product strategy for N-Ops and Crew (N-OC). Prior to joining NAVBLUE, he had 15 years’ experience in managing OCC, Ground Operations, Security and Emergency Response for different airlines. Back in 2011, he was the launch customer for N-OC (formerly RAIDO).

### SUNCLASS AIRLINES



Sunclass Airlines was part of the Thomas Cook group and, since the collapse of Thomas Cook, has been established as a stand-alone business with the Nordic Leisure Travel Group. The fleet includes eight Airbus A321s and two A330s. In summer, Sunclass Airlines flies charter missions to the Mediterranean destinations, Greece and the Balearics. In winter, it mostly flies to the Canary Islands and a few long-haul flights to Thailand and the USA.

### NAVBLUE



NAVBLUE is a leading services company, wholly owned by Airbus, dedicated to Flight Operations and Air Traffic Management products and services for airlines, airports, and Air Navigation Service Providers (ANSPs). We combine aircraft manufacturer expertise, flight operations know-how and agile development to enhance operational efficiency, optimize resources and increase productivity for safe and sustainable aviation. Our global teams deliver a reliable, optimum and customized user experience to more than 500 customers worldwide.

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## VENDOR FLIGHT LOG: OPENAIRLINES

# Cécile Bouvier reveals the passion for a greener more efficient future that powers OpenAirlines' customer focused, innovative ethos



Cécile Bouvier holds a MSc from ISAE Supaero and started her career at OpenAirlines in 2016 as a Data Scientist. Her knowledge of the business and desire to take on new challenges saw her quickly move to a Product Owner position, in charge of designing products and features that bring the most value to users. She is now OpenAirlines' Head of Product, where she works with development, sales, marketing, designers, and customer success teams to define the product roadmap based on the company product vision.

## **Aircraft IT: Your name, your job title, and the name of the business?**

**Cécile Bouvier:** Cécile Bouvier, Head of Product at OpenAirlines.

## **Aircraft IT: How did Openairlines get started?**

**CB:** It started with a heartbreaking observation: Aviation represents 3% of global emissions, and that figure could double by 2030. The industry that we love faces pressures from all sides, environmental, social, and economic. Alexandre Feray, the CEO, decided to act in 2006 and founded OpenAirlines to develop digital solutions to help airlines reduce their costs and environmental impact. That's how we developed SkyBreathe®, the first eco-flying solution to reduce aviation's fuel costs and CO<sub>2</sub> emissions.

## **Aircraft IT: What is the guiding business principle that drives OpenAirlines?**

**CB:** At OpenAirlines, we have a clear mission to solve something we passionately believe in: accelerate the world's transition to sustainable aviation through digital technology. We are constantly striving to develop innovations that further reduce airlines' fuel costs and CO<sub>2</sub> emissions. That's what we care about, and what our customers want us to do.

## **Aircraft IT: What has OpenAirlines' greatest business achievement been to date, and why?**

**CB:** The most gratifying achievement is, of course, the positive impact our software has on our customers. Last year, using SkyBreathe®, our customer saved almost 200 million kg of fuel, representing more than

150 million USD. In terms of CO<sub>2</sub>, this represents a saving of nearly -600,000 tons. In today's situation where airlines are short of cash and need to reduce their emissions, we feel this will be instrumental.

Maintaining a good momentum during the COVID-19 crisis was particularly challenging, but we continued maintaining a solid relationship with our customers and investing heavily in R&D to deliver innovations that would help them recover faster from the crisis.

We have developed new solutions that bring the power of SkyBreathe in the connected cockpit (SkyBreathe OnBoard), in the maintenance shop (SkyBreathe APM), or in discussions with ATC authorities, SkyBreathe Advanced Trajectory Add-On.

They turn SkyBreathe® into a complete 360° eco-flying platform. The platform is now a great



success, and it was fascinating to see that, in the middle of the pandemic, 13 new airlines have chosen to partner with us to get out of the crisis more robust, more profitable, and greener.

**Aircraft IT: What have been your disappointments, and what have you learned from them?**

CB: Sometimes it is disappointing to see that fuel-saving is too often seen as a 'flight ops' topic when it must be everyone's effort. Every department of an airline should be engaged in the fuel efficiency program. And to fly in the same direction, they should be aware of the benefits that their efforts yield to increase motivation.

Our 360° platform gives a frictionless experience and a holistic view of all things fuel in one single place. Whether you are a CEO, a Head of Flight Operations, a Pilot, a Fuel Manager, a Maintenance Engineer... SkyBreathe® has a solution to help you succeed in your fuel program. For example, this month, we have launched SkyBreathe® APM, a solution dedicated to

maintenance teams that allows them to follow and analyze the fleet's actual performance and act on its degradation. We already know, from users, that this solution is powerful on its own but combined with other SkyBreathe® tools, it increases communication between stakeholders, engagement, and savings.

**Aircraft IT: In a sentence, how would you summarize what OpenAirlines does for aircraft operations customers?**

CB: SkyBreathe is a 360° eco-flying platform that uses big data and AI to help airlines lower fuel use and CO<sub>2</sub> emissions; it is used by more than 50 of the greenest airlines worldwide.

**Aircraft IT: What do you feel will be the next big thing in operations Aviation IT?**

CB: The biggest thing that needs to happen is realizing how important digital technology is to the world. What we do at OpenAirlines is all about helping airlines work more effectively together on

"...OpenAirlines is all about helping airlines work more effectively together on their fuel program with the best digital tools."

their fuel program with the best digital tools. Communication is fundamentally the most challenging part, and that's not just talking to each other. That's keeping people on the same page, having a shared sense of purpose about what they are doing, and staying in line with the final purpose: to save fuel and the planet.

**Aircraft IT: What do you want your customers to say about OpenAirlines**

CB: Amazing partners that help us grow better.

**Aircraft IT: Cécile, thank you for your time.**



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# A new EFB adds real value to Jet Aviation

**Juan Amestoy**, Senior Director Flight Operations / NPFO at Jet Aviation, tells readers how the new EFB was implemented and what it has done for the business

Even in the time of a pandemic, companies in the aviation sector had to continue to look to the future and new technologies to lend greater efficiency to their operations. In fact, in some ways, the pandemic accelerated the adoption of new technologies and processes as businesses sought to improve their operations and services. This case study is about Jet Aviation's selection, implementation of and experience with a new electronic flight bag (EFB); Logipad from DextraData. But first, a few words about Jet Aviation.

## JET AVIATION

There are three main branches to Jet Aviation, conducting flight services and aircraft management. One is in Asia, based in Hong Kong, one in the USA based in New Jersey and one in Zurich, Switzerland for Europe, the Middle East and Africa. The business has a global fleet of some 300 aircraft, mainly long-range and ultra-long-range business jets with which Jet Aviation operates commercial and non-commercial operations. Unlike scheduled operators, during the pandemic, Jet Aviation didn't experience a too drastic decrease in activity, and has already surpassed 2019 traffic levels.

## THE DECISION TO SEEK OUT A NEW ELECTRONIC FLIGHT BAG (EFB)

In terms of flight documentation, Jet Aviation was experiencing increasing levels of bureaucracy in the documentation of flight operations. There were also increased numbers of health, safety and efficiency related processes to assure that flights were planned reliably and within the minimum parameters in terms of fuel calculation, efficiency, navigation, etc. Every operator has seen an increase over the last few years in the volume of tasks, requirements and associated documentation that need to be recorded for each flight. The main drive has been to increase efficiency and reduce back-office and cockpit paperwork as much as possible in order to reduce workload. By increasing situational awareness as well as reducing workload for the crew during critical flight phases and hot-spots such as the last hour before departure, which can be very hectic for crew members, a further benefit is gained in terms of increasing safety.

"Every operator has seen an increase over the last few years in the volume of tasks, requirements and associated documentation that need to be recorded for each flight."

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**DextraData** 





Moving to a paperless solution drastically reduces the number of forms and avoids multiple data entries that pilots have been doing over the years. Jet Aviation has had other EFB solutions in the past but not to the extent that they made the system paperless. Now, we have seen the value of that and the possibilities that such tools can deliver to optimize processes as well as increase safety.

When a dispatcher is worried whether there are all the correct attachments with an email, instead of focusing on, say, how the weather is evolving over the North Atlantic, it is easy to miss the priorities. If there is a flight plan in preparation, there is a significant advantage when the entire briefing for crew members is assembled nearly automatically and delivered to the crew without having to use the handling company making sure that they have all the papers, making sure that the documents get into the hands of the crew with sufficient advanced time to perform a proper flight preparation.

Another thing is that aircraft Libraries are becoming huge. Jet Aviation has civil aviation authority approvals under more than twelve jurisdictions which means a very large number of certificates of approval and associated manuals. Combined with Jet Aviation's very large fleet, it means that everything needs to be managed electronically; so, another of the objectives was to have a proper, well maintained, easy to use aircraft library deployable across myriad different users.

## THE CHOICE OF LOGIPAD FROM DEXTRADATA

The first step for Jet Aviation was to understand what were the actual requirements to be met by a new system. This was one of the most challenging steps; it is really important to know exactly what the organization needs, otherwise the huge array of possibilities offered by all the vendors in the market

"It was very important, to first revisit our understanding of the processes and then derive the requirements for EFB based on that thorough understanding."

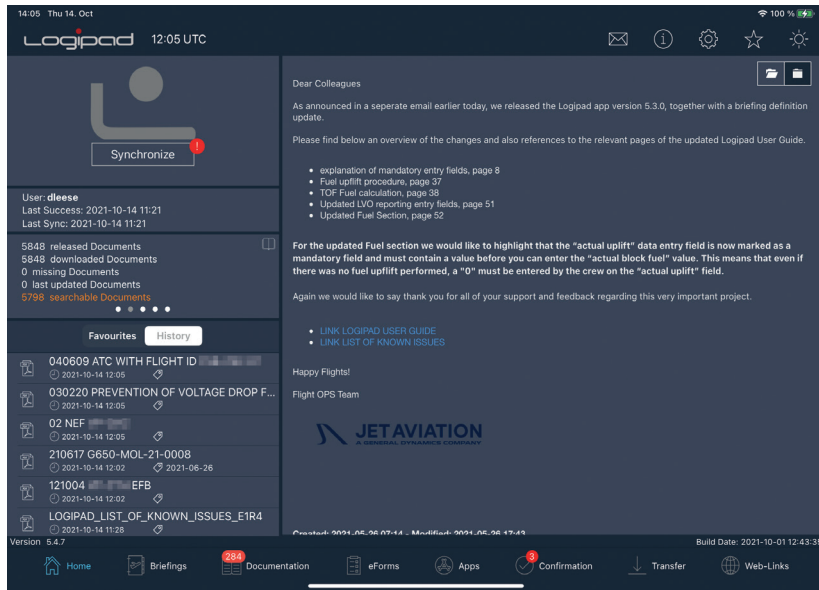
would make the selection process very confusing. We challenged ourselves to arrive at a very clear and solid definition based on the then current flight planning and execution process. It was very important, to first revisit our understanding of the processes and then derive the requirements for an EFB based on that thorough understanding.

Once the requirements had been defined, in order to select an EFB partner company, we developed and ran through an RFP (request for proposal) process in which DextraData recorded a higher score against Jet Aviation's defined requirements. The selection process also confirmed DextraData as a well-recognized aviation software provider with good provenance and a respectable portfolio of clients. Some of those clients gave very positive feedback about the service and the reliability of DextraData's tools. Added value was the offer of an in-house development and support team, and that the DextraData solution is highly modular and flexible. One more consideration was that the server output of Logipad enables Jet Aviation to really use big data technologies to optimize flight planning and supply the safety management system. As the system is deployed across the Jet Aviation fleet and as it is continually used, it is generating a bulk of data from which the business can learn by using big data technology.

The selection process ran for around three months but once it had been decided to use Logipad, things started to flow really well with an excellent and responsive support team. The implementation timeline decided on by Jet Aviation was very aggressive at less than six months from contract signature to the start of live operations with the trial phases required by the authorities.

## The Logipad EFB

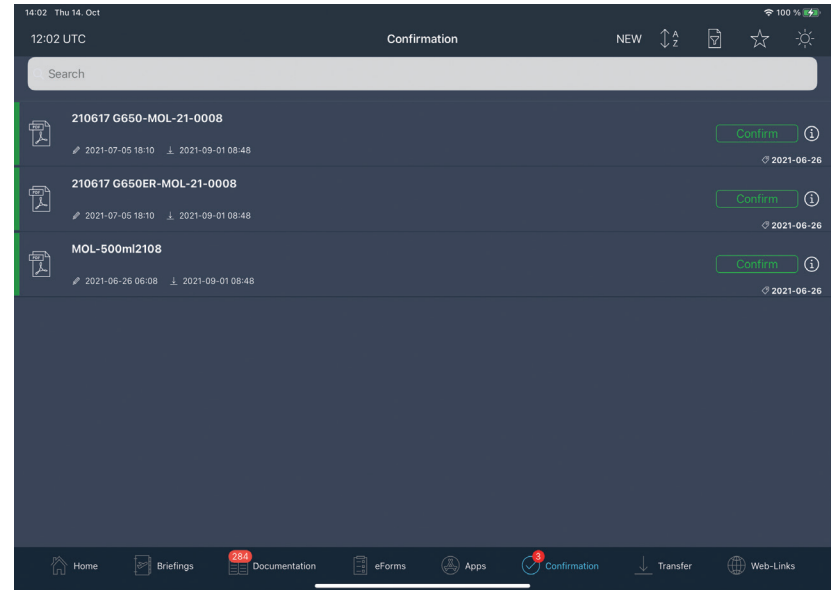
Logipad first emerged as a project in 2002 with the objective to deliver easy deployment for flight operations, for software and documents, and computer-based training. Following that initial step, the developers talked with many end-users, pilots, who had ideas on how to improve the software; ideas that were incorporated into the development. This is a continual feature with Logipad; even today, the developers continue to invite feedback from customers and users to further improve the software.



The first focus was on the library, the documentation, to support not only PDF documents but also html, xml... different types of documentation formats. Also, videos can be uploaded and managed with Logipad. Later, the solution was expanded to include electronic forms which have become increasingly popular not only in the aviation industry but everywhere that forms have to be completed. DextraData decided to implement form completion in the software with the background that they can start or optimize existing processes by taking the forms, saving the data from them in a local store on the system and using the DextraData system as a centralized system, connecting to other systems such as flight operations, flight planning and crew rostering.

The next stage saw a focus on an electronic flight folder (EFF), and eBriefing; the flight log, fuel information and weather information from the flight planning system can all be managed in Logipad. The idea is to keep the solution open and to make the software customizable. Logipad uses an ARINC 633 standard to present the EFF information so does not focus on one specific flight planning system. Because flight planning systems are able to export data through the ARINC 633 standard, that can then be presented and worked on in Logipad. This is the focus for the modules of documentation, eForms and the EFF.

From the operator's side, Logipad is seen as an EFB solution comprised of an



iPad application that connects to a cloud-based system which is synchronized with various Jet Aviation software tools such as the flight scheduling, SMS software, flight planning and the electronic library. All software tools are directly interfaced to Logipad via the cloud server which ensures that all iPad-based Apps are fully updated with the latest library and flight relevant data prior to the commencement of each flight. While in flight, the Logipad application assists flight crew in accessing and managing flight data and then, upon completion of the flight, they send that data to Logipad's cloud server which, in turn, distributes that data to specific software tools in an automated and near real time process. Also worth noting is that Jet Aviation didn't have to change any of its other systems as Logipad is able to interface with them.

## THE COVID-19 IMPACT ON THE PROJECT

Jet Aviation was lucky in this in the sense that, by the time it was decided to implement Logipad, the pandemic was at its peak which meant that the business continuity adaptation, which was quite significant, had already been fully implemented. So, it was possible to efficiently collaborate with the Logipad team using online connectivity. The story might have been different if the project had been initiated in the early stages of the pandemic. The main protagonists from



Jet Aviation and DextraData only met in person once, before the project was initiated, to discuss the possible integration of all the information to get an idea of what was needed. However, there was little or no impact from the pandemic because the teams got to know each other quickly, had good communication points and, using Microsoft Teams, there were weekly calls during the project phase to cover any issues.

“...there was little or no impact from the pandemic because the teams got to know each other quickly, had good communication points and, using Microsoft Teams, there were weekly calls during the project phase to cover any issues.”

## DEALING WITH CHALLENGES ARISING DURING THE PROJECT

For Jet Aviation, the most critical challenge was change management, resistance to change. On the Logipad side, the workflows are well defined with an App that has been designed to work in the context of the flight preparation and execution processes. So, there was not really any issue with the solution but there were issues with the App challenging Jet Aviation's own processes which, in some cases, went back 25 or 30 years. It's amazing what you learn about processes in the business and we often came across the statement, 'well, it's always worked so why change something that is working?' When a system and processes have been mainly paper-based, there is a strong tendency to think that an electronic or digital solution must directly replicate those paper processes. So, motivating our experienced teams to look at well-established processes from new perspectives was probably the greatest challenge.

In terms of other difficult to control elements like the Swiss aviation authorities, in Jet Aviation's case, to obtain approval, we are fortunate to have an authority that uses very clear guidelines and was very supportive because they also understand the value of modern tools for aircraft operations.

## ORGANIZING AND DELIVERING TRAINING

Most training for this implementation was conducted online with support from Logipad in the early stages. Quite soon, Jet Aviation decided to apply our own training philosophy and process. The introduction to the company includes a classroom simulation of a flight during two days using Logipad and doing real-time synchronization with the different tools used, in order to demonstrate to a pilot how a flight is created as soon as a flight request arrives at the dispatch offices, through to when the flight is fully planned with the briefing compiled and sent to each individual iPad. They then practice using the flight briefing and perform executing a full flight with some complications that they have to deal with, thereby using the full scope of Logipad and culminating with the flight completion and the crew having to send several occurrence reports to the back office.

It is a very straightforward training but, besides having to teach very specific actions and help the crew to understand the philosophy of using two iPads, only one of which can contain the editable briefing at any given time, explaining to pilots that they are transferring the briefing to each iPad when they are synchronizing the data has been an area of focus. That notwithstanding, Logipad is a very intuitive App to use; it is very difficult to miss anything.

Worth mentioning is that pilots give the feedback from each flight. Logipad starts with the base version of a flight planning system then, uses its own eForms for a feedback form in order to see what might need adjustment, from the pilots' standpoint, what is missing and what is good. This enables Logipad to quickly see what might need to change. Changes can then be made weekly, step-by-step, in an ongoing process. That process of change is continual as new ideas arise or new



“...Jet Aviation found that the whole user interface is highly intuitive, following a workflow that is not very different from the workflow the crews had before.”

processes become available to be directly modified in the application.

The feedback from crews on using Logipad was very positive. Aside from having to explain in detail the virtual transfer of electronic briefing from iPad to iPad, Jet Aviation found that the whole user interface is highly intuitive, following a workflow that is not very different from the workflow the crews had before. However, now it is easier, with automatic calculations, data presented at the right time and in the right format, and that has generated the positive feedback. Of course, when an implementation goes live, there will still be some glitches revealed at certain times of day in specific time zones. Sometimes the synchronization between, say, the flight scheduling system and the data coming from the flight planning system will not arrive at the device at the same times. So, it has been important to work with the development team to clean these data synchronization issues, but the feedback has been overwhelmingly positive.

The bulk of the data that Jet Aviation has been generating during the trial phase in order to assure that the system performs reliably and in order to discover glitches or areas for improvement, has been generated by crew through Logipad. That includes an EFB feedback form which is easy to use and which always ensures that all aspects of the App are always being considered. Crew members have been very supportive in providing a very simple touch-screen based feedback on the performance of each module.

### APPROVALS: EXTERNAL AND INTERNAL

Fortunately, I had gone through the approval process with the Swiss Civil Aviation Authority in 2012 and, at that time, some of the guidance material coming from EASA and the local civil aviation authorities were somewhat less clear than they are today. Today, things are much easier with the Civil Aviation inspectors more familiar with the different tools that airlines and operators use, and it seems that the philosophies of all those solutions are converging to some extent given the clarity of the available guidance material from the authorities. So, the external approvals process was quite easy.

Internally, the business case for a paperless EFB solution at existing prices on offer is nearly self-evident. EFB is no longer a ‘nice to have’ tool; it is fast becoming a ‘must have’ for all operators. It’s difficult to imagine how, by deciding not to take



such a solution, any organization could manage growth as well as increasing complexity, let alone, during a pandemic which generated lots of complexity for which aircraft operators were absolutely not prepared.

### LESSONS LEARNED

Jet Aviation, on reflection, was optimistic in the six-month time line that was set. Fortunately, the support from DextraData was fantastic. The six-month timeline was too short and I would now be inclined to consider a full year for the implementation but, of course, timelines are not always in our favor. So, it is important to use windows of opportunity as well to go ahead and implement such projects. One strong piece of advice that I would offer is to ensure that all departments and those involved fully understand the technology that is being adopted. Jet Aviation might have gained a lot had more time been spent providing in-depth descriptions of the EFB platform and its possibilities early enough to ensure that the majority of employees had a high level of situational awareness with which their contribution might well have been bigger. If time is not invested doing that, what happens is that you end up discovering obvious things but quite well into the implementation process.

What was found to be crucial and that any other airline or operator would benefit from knowing was to thoroughly understand the needs of the business. Just jumping into a nice-looking piece of software is not necessarily the best way to start. It’s important to make sure that the flight planning and execution processes

“Today, things are much easier with the Civil Aviation inspectors more familiar with the different tools that airlines and operators use, and it seems that the philosophies of all those solutions are converging...”

are accurately described and that they really match what people are actually doing when they are taking a flight request and initiating the planning and then going into execution.

Also important is not to try to emulate old-fashioned paper workflows; challenge internal processes, embrace change, which is probably crucial and efficiencies can be gained at nearly every turn.

## THE BENEFITS OF A NEW SYSTEM

Jet Aviation feels that the business is now on the way to establishing a long-term efficient and compliant paperless flight management process, using real-time data transfers, reducing workload and increasing situational awareness. A good example of that final point, increasing situational awareness, is in-flight fuel management: Jet Aviation has an electronic operational flight plan which is orders of magnitude better than a paper-based one because, every time the crew members do a fuel and time check, the entire flight plan is adjusted in real-time with the new values. It really is an effortless way to optimize the crew's workload and increase their situational awareness.

Another real benefit is that the system enables crews to have quick access to critical information in flight. In the electronic library, for example, Logipad offers Jet Aviation's Crew a fantastic search function that can quickly locate and present important data from all documents stored in their electronic library. The amount of information that we need to use, for example, when performing a flight over the North Atlantic, is just enormous: so, Logipad has generated a dramatic increase in efficiency and reduction of workload. Jet Aviation was also able to eliminate multiple data entries which, in turn, reduced the opportunities for human error. Back-office efficiency has been optimized with things like the automatic pre- and post-flight data uploads for the dispatch team and the CAMO team... these things speak for themselves.

## NEXT STEPS AND FUTURE PLANS

Looking to the immediate future, the next step is that Jet Aviation is working to connect Logipad to an aircraft performance calculations tool so that the data will move automatically from the performance calculator to Logipad. Also, now, as deployment of the App across Jet Aviation's fleet increases, the plan is to make greater use of the eForms module which is a module that does not require any input from the developer or the service provider but is easily customizable by

the operator without any intervention or having to request any additional IT support. In the medium term, the vision is to extend the Logipad capabilities to cabin crew and for technical staff.

Flying is complex these days and flying ultra-long-range flights even more so. Jet Aviation's promise is to ensure that, for the client, everything is calm, that there is a fine layer of simplicity and elegance and that Jet Aviation can really be the effort behind an effortless experience. Logipad is crucial to the achievement and the delivery of that promise.

### JUAN AMESTOY



Juan's professional aviation career spans over 25 years as a pilot and instructor in worldwide charter, scheduled airline, express cargo and business aviation segments. He holds an MBA in the field of Aerospace and has been directing flight operations for over ten years. He currently serves as Senior Director Flight Operations EMEA at Jet Aviation Business Jets and is a Captain on a commercially operated Gulfstream G650.

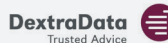
### JET AVIATION



Jet Aviation has three divisions conducting flight services and aircraft management. One is in Asia, based in Hong Kong, one in the USA based in New Jersey and one in Zurich,

Switzerland for Europe, the Middle East and Africa. The business has a global fleet of some 300 aircraft, mainly long-range and ultra-long-range business jets with which Jet Aviation operates commercial and non-commercial operations.

### DEXTRADATA



DextraData, an IT consulting company and independent software vendor located in Germany is the company behind Logipad. The Essen-based specialists for digitalization have understood the potential of the solution. Initially, Logipad was developed in 2002 and, over the years, has been further advanced and improved as a valuable solution for the aviation industry. Since that point, Logipad has been provided to airlines as an Electronic Flight Bag solution.

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## VENDOR FLIGHT LOG: NAVBLUE

# Gino Cariño shares how the development of NAVBLUE has brought together several successful resources to create one integrated solution for aircraft operations



Gino Cariño has been leading and managing new business and competitive Information Technology environments in the air transportation industry for over three decades, primarily in-flight operations, before his appointment as Head of Sales Americas and now Head of Marketing at NAVBLUE. As an engineer coming from UC Berkeley, UCLA and Stanford, Gino worked in operational engineering for SystemOne Corp (Los Angeles), United Airlines (San Francisco), and Emirates (Dubai). He then transitioned to managing large scale IT systems at Sabre Inc. and EDS, and led sales at Lufthansa Systems, Navtech and NAVBLUE. He is now leading the transition of NAVBLUE to value-based marketing in support of NAVBLUE's journey towards a scaled agile framework and lean portfolio management.

## **Aircraft IT: Your name, your job title, and the name of the business?**

**Gino Cariño:** Gino Cariño, Head of Marketing, NAVBLUE

## **Aircraft IT: How did NAVBLUE get started?**

**GC:** There are multiple starting points for what is now NAVBLUE due to various mergers and acquisitions throughout the business's history. But in summary, we can look at three which are Navtech, Airbus ProSky, and Airbus LUCEM.

In the mid-1980s an Air Canada pilot conceived and developed a computer system to calculate the

benefits of tankering fuel. Working in their garage in the small town of Elmira near Toronto, Ontario, Canada, the team consequently developed a full-blown flight operations management system (FOMS), marking the genesis of Navtech.

Airbus ProSky was launched in January 2011 with a first initiative with the China Air Traffic Management Bureau (ATMB) in order to cooperate in ATM modernization.

LUCEM began as a program at Airbus that pioneered the Runway Overrun Prevention System (ROPS).

Then in 2016, Airbus merged Navtech with Airbus LUCEM and Airbus ProSky to create NAVBLUE.

## **Aircraft IT: What is the attraction of aircraft-related software?**

**GC:** Albeit the halcyon days of the glamor of air travel, have been reduced to the minimal service and experience that today's airline passengers have and expect, I still believe that a major part of a positive passenger experience is an optimal flight. And this is directly predicated on the pilots, flight attendants, dispatchers, crew schedulers, and everyone else managing the flight on-board and on the ground.

Optimizing the management of flight operations is complex and involves several core critical systems. Moreover, these systems should be all integrated

“We are transitioning our solutions to be contextual to the role (user-centric) and scenario (mission-centric) and built for seamless collaboration.”

seamlessly to optimize cost and efficiency in a dynamic environment. And those managing the flight should be able to seamlessly and contextually collaborate.

It is so refreshing to see an airline operation run smoothly with NAVBLUE flight operations solutions at the core.

**Aircraft IT: What is the guiding business principle that drives NAVBLUE?**

GC: At NAVBLUE we strive to be the trusted partner of our customers for their operations. Our vision is to lead flight operations into the digital age, and our mission is to combine our unique flight operations expertise with digital technology for safe, efficient and sustainable operations.

**Aircraft IT: What has been NAVBLUE's greatest technical achievement to date, and why?**

GC: We are very excited about NAVBLUE's move to cloud technology to realize what we term as 'seamless contextual collaboration' for the on the ground and on-board flight operations solutions. We are transitioning our solutions to be contextual to the role (user-centric) and scenario (mission-centric) and built for seamless collaboration. This is to enhance situational awareness with the smart use of real-time and historical data to alert, predict and prescribe. Also, to harmonize and enhance flexibility with consistent design logic and harmonized look and feel, plus with flexible workflows so users can focus on their role instead of learning the tool.

**Aircraft IT: What has been NAVBLUE's greatest business achievement to date, and why?**

GC: It is in our DNA to collaborate and partner, even merge, with other entities to enhance our

capabilities as exemplified by the histories of Navtech and Airbus ProSky. In this vein our most recent new business line is NAVBLUE Sweden which is the acquisition in 2020 of AVIOLINX giving our portfolio N-Ops and Crew for operations control, crew management, and schedule management. This rounds out the 'on the ground' OCC suite solutions that we can now offer.

**Aircraft IT: What have been NAVBLUE's disappointments and what have you learned from them?**

GC: Extended large implementations have been our primary learning experience in the last two years. This has prompted us to make changes not just in our organization but also in the way we do things moving forward, adopting the SAFe Lean-Agile principles and practices. We have transformed ourselves to become more customer-centric by arranging the products into value streams: Fly & Navigate, Plan & Control, Analyze & Optimize, Manage Risk, and Supply (aero) Data. Moreover, the designated value streams are complemented by two horizontal enablers to seamlessly and contextually integrate the solutions together and break silos, as well as provide a consistent customer delivery process. This transverse approach is a very new setup for NAVBLUE which we believe will bring our customers considerable benefits.

**Aircraft IT: In a sentence, how would you summarize what NAVBLUE does for aviation customers?**

GC: NAVBLUE combines our unique flight operations and air traffic management expertise with agile software development and the unique OEM expertise as an Airbus company.

**Aircraft IT: What is new on NAVBLUE's development horizon?**

GC: NAVBLUE is constantly innovating and extending our portfolio capabilities for new markets. We are homogenizing the various solutions from the marriage between Navtech and the Airbus entities, and are completing the transition from the EFB (Electronic Flight Bag) to the EFA (Electronic Flight Assistant), the transition to cloud-native modular architecture via a flight operations bus, aircraft tail-centric performance databases for flight planning, fuel monitoring and performance optimization, automation capabilities, and new ways of addressing irregular operations recovery, to name but a few.

**Aircraft IT: What will be the next big thing in Aviation IT?**

GC: The fast pace of technology advancement has afforded opportunities to harness the power of big data with the use of predictive analytics allowed by machine learning and artificial intelligence. This promotes the convergence of planning and execution. Ergo, instead of being reactive to irregular operations events, we can predict how we can avert and minimize the occurrence of these events.

**Aircraft IT: What do you want your customers to say about NAVBLUE?**

GC: We trust NAVBLUE to support and optimize our flight operations to improve safety, efficiency, and sustainability.

**Aircraft IT: Gino Cariño, thank you for your time.**

“...harness the power of big data with the use of predictive analytics allowed by machine learning and artificial intelligence.”



# Titan replaces the paper log book with an electronic solution

**Sara Bellis**, Systems Data Integrity Engineer at Titan Airways, and **Vera Bankina**, Senior Project Manager at Conduce, share Titan's experience of going paperless with an Electronic Tech Log



**T**itan Airways is a privately owned airline with a fleet of 14 aircraft. In addition to Boeing 737 freighters, Titan have the only two Airbus EFWA321P2F freighters in the Northern Hemisphere. Titan Airways also operate ACMI leases, passenger charter and oil & gas sector employees' flights, to cargo charter flights worldwide; they can be found flying everyone from oil and gas teams to football teams. A particular point of pride for Titan is the ability to get a plane airborne in just one hour.

## AN OVERVIEW OF eTechLog8

With regards to implementing an Electronic Logbook (ELB) with an airline, the primary objective is to replace the paper technical log system with one that is paperless or, for start-ups, to be paperless from day one. Put simply, a dedicated ELB device is fitted to each aircraft to record all the data required for aircraft Line Operations. The ELB software is a native application that has access to a mobile internet connection via an integrated 4G capable SIM. Whenever data is recorded on the device (by a pilot or an engineer), the information is transmitted back to the airline HQ where Engineering, Operations and Financial Management are provided with near-real time visibility of the fleet status. That visibility is important for Titan, and once the data is in the server, it can be processed further and integrated with other systems (OASES in Titan's case). Engineer and pilot

"...implementing an Electronic Logbook (ELB) with an airline, the primary objective is to replace the paper technical log system with one that is paperless or, for start-ups, to be paperless from day one."

feedback is that eTechLog8 is an intuitive, simple to use solution which not only increases data accuracy, but also enhances productivity.

With software, as opposed to paper, there is the possibility to build in workflow and mandatory sections, as well as colour coding which can help to eliminate mistakes. Conduce understand the old paper systems and set out to vastly improve things with eTechLog8.

## THE REASONS FOR IMPLEMENTING AN ELB AT TITAN AIRWAYS

Titan needed to implement an ELB as an upgrade to a paper system that was antiquated and difficult for world-wide third parties/partners to easily understand, and began the search for an ELB provider in late 2019. Their chosen

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provider would need to fulfil some key criteria: the ability to integrate into Commsoft OASES, as well as other Flight Ops and Finance software; be robust, intuitive, easy to use and proven within the airline community. It was a presentation of Conduce's eTechLog8 ELB that ultimately convinced stakeholders from across the Titan Finance, Flight Ops and Maintenance teams that an efficient cost-effective solution was achievable.

eTechLog8 was the natural choice for Titan — incorporating a simple to use traffic light system, controlled workflows with mandatory fields, and a provision of near real-time, accurate fleet data. The Conduce proven track record also set it apart; eTechLog8 is used by more than a dozen airlines and approved by their associated National Airworthiness Authorities (NAA's) around the globe. With Conduce selected, the ELB project was ready to commence in January 2020.

## THE PROJECT TO INTRODUCE AN ELB

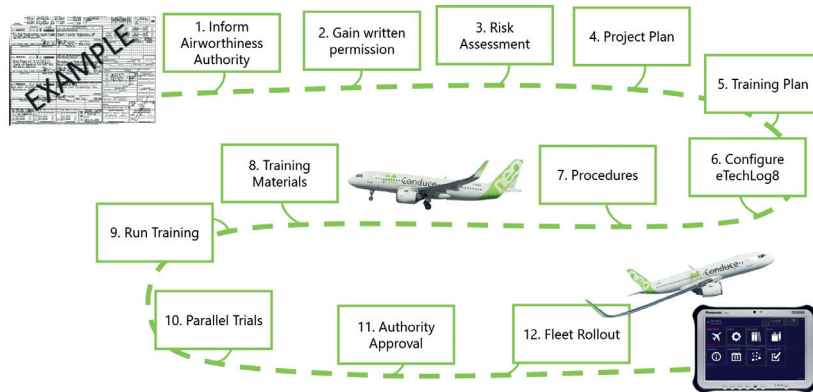


Figure 1

Led by Sara Bellis from Titan and Vera Bankina from Conduce, the first stage of the project was to set up the eTechLog8 infrastructure and agree Titan's particular configuration, for which Conduce provided testing devices along with

the necessary infrastructure. While initially keen to use EFB iPads for the ELB, Titan were convinced to select aircraft-dedicated Panasonic ToughPads as the ELB device. This was Conduce best practice advice for a hardware solution that is secure and robust enough for all conditions above and below the wing, as well as capable of meeting the regulatory challenges of implementing an ELB. Once the final configuration was agreed, a desktop shadow trial of two aircraft began. This provided the solid data to enable a Proof-of-Concept Aircraft trial, for which CAA approval was sought and subsequently granted.

In March 2020 COVID-19 struck the UK and the project was halted except for the desktop shadow trial. This provided Titan sufficient data to gain UK CAA approval for a four-week onboard aircraft trial in April 2021. The onboard trial was a success in no small part due to the desktop trials that had already rigorously tested Titan's eTechLog8 configuration. In the form of a Letter of No Objection to use eTechLog8 as the primary, legal record, full approval was finally achieved in September 2021; Titan's paper technical logs were a thing of the past.

## CHALLENGES

Whilst Sara and Vera progressed the ELB project, Titan was also busy setting up a new AOC in Malta. In August 2021 two aircraft were registered from the UK to the Maltese AOC and, despite being outside the original scope of the ELB project, Titan were keen for the ELB solution to be in use onboard the Maltese fleet from day one. With the support of Conduce, eTechLog8 was presented to the Maltese Airworthiness Authority, Transport Malta (TM), alongside Titan's change management documentation. TM were already familiar with the Conduce solution, as eTechLog8 is already in operation with several other airlines with Maltese AOC's. The result was a significant achievement — Titan's Maltese AOC registered aircraft started with eTechLog8 onboard from their first day of operation.

At the same time there was a new model introduced to the Titan fleet in 2021: the Airbus A321P2F freighter — Titan owns the second and third examples of these aircraft in the world and is the first Airline Operator for the type in the Northern Hemisphere. Whilst eTechLog8 is an 'off the shelf' solution, each Operator and each aircraft Model is unique. The flexibility of the eTechLog8 system configuration allowed Titan to decide exactly what data to capture, from fuel tanks to Autoland quality, line Ops certification requirements and beyond.

No discussion of challenges could avoid the disruption of COVID-19. Although Sara was able to continue Titan's desktop shadow trial, during the height of the pandemic, all other ELB project work was put on hold. Even when the project recommenced, COVID-19 continued to impede training, forcing Sara to work around employee shift patterns and limit training session staff numbers for engineers and pilots. Ultimately, all staff received the required computer-based training (CBT) and hands-on training, often on a 1-to-1 or 2-to-1 basis, with some

"...the first stage of the project was to set up the eTechLog8 infrastructure and agree Titan's particular configuration, for which Conduce provided testing devices along with the necessary infrastructure."



The photo of 9H-ZTB courtesy of/credit: Rainer Bexten

“...back-office users working with the data collected via the ELB have noticed a significant increase in data accuracy and speed of availability.”

pilots also trained to train other pilots to work around the COVID-19 restrictions.

COVID-19 also impacted communications with the UK CAA, forcing key staff into furlough or to work from home. This complicated the issue for Titan and the UK CAA with respect to managing the required demonstrations to commence the onboard trials.

### THE REACTION OF PILOTS, ENGINEERS AND eCentral8 USERS TO eTechLog8

Feedback from Titan's pilots, engineers and eCentral8 users (collected by Sara as part of the training process) has been overwhelmingly positive, with the system considered efficient and intuitive, along with greatly reducing and indeed eliminating the paper system errors. Pilots are particularly impressed by the eForm8 module that allows custom forms to be incorporated into the eTechLog8 workflow. This reduces the previous number of systems in use to a single point of

entry. For engineers, the ELB rigid workflow streamlines processes, enabling fast, transparent, and legally compliant aircraft turn arounds.

Furthermore, back-office users working with the data collected via the ELB have noticed a significant increase in data accuracy and speed of availability. In part this is due to eTechLog8's mandated fields; it is no longer possible for flight crews to forget anything as they cannot sign off a section until all required fields are completed.

But perhaps the most beneficial aspect of the new system is that wherever in the world the aircraft is operating, the instant a TLP section is signed for, the data is transmitted back to eCentral8 and hence made available online to UK based Engineering, Operations and Finance management. In the old paper system, defect actions, servicing and flight journey details would be collated remotely by the flight crew who sometime later from a hotel room would fax or scan/email the TLP and associated documents back to Titan's UK base. Here the data would again be collated and checked before being manually typed into the company Maintenance and Operations systems. This time-consuming labour-intensive process often took days and contained significant errors and omissions that would need to be back checked with the remotely located flight crew. With eTechLog8, a mobile signal is generally available in 97% of situations, and the data is clearly and immediately transmitted as part of the workflow process in accordance with the eTechLog8 standard operating procedures. Now Titan can work proactively, not reactively.

### THE APPROVAL PROCESS

Titan kept UK CAA in the loop from the very beginning of the project, and it was established that UK CAA required the new ELB to be approved as an EFB solution. Titan already had UK CAA approved EFB's and were familiar with the regulator's conditions and processes. With supporting procedures provided by Conduce, Titan implemented and documented the required changes. There are always hurdles for a large-scale project with multiple stakeholders, especially during an unprecedented pandemic, but when an experienced supplier and a diligent, energetic customer work closely together then UK CAA approval becomes reasonably straightforward. Conduce are of course well known to the UK CAA with Titan being the 4th eTechLog8 implementation now approved by the authority.

An Airline ELB system is subject to NAA approval either in accordance with EFB (Electronic Flight Bag) regulations or as a computerized technical log system.

Conduce themselves have a strong track record for obtaining NAA approvals for eTechLog8. They have never failed to achieve certification, and now have more than a dozen different NAA approvals across the world. This combination of knowledge and experience is especially valuable when trying to achieve approval within a limited time scale and in difficult circumstances — as was the case with Titan and COVID-19.



“...look carefully at all departments in the organisation and how they currently operate. While it is easy to see an ELB solution as a purely Engineering project, the ELB has an impact on every aspect of the business.”

## LESSONS LEARNED

The advice, for any airline considering an ELB solution would be to go for it. But of course, follow the recommendations and timescales from your supplier. Conduce's experience was a huge asset in implementing the ELB at Titan.

Titan also suggest prospective ELB users look carefully at all departments in the organisation and how they currently operate. While it is easy to see an ELB solution as a purely Engineering project, the ELB has an impact on every aspect of the business. Sara suggested thinking of the ELB not as a replacement for the old paper system, but as an advance for the whole organisation.

When asked what they might have done differently, Sara highlighted the benefits of scheduling the engineer and pilot training as close as possible to the Go-Live. Through contending with COVID-19, flying schedules and shift patterns, Titan left a longer period between the training and the use of the device than was initially planned, leaving some users initially less confident with the system than they could have been. Having pilots who could train other pilots was of great benefit and an approach recommended by both Titan and Conduce.

For Conduce, the number one recommendation was KISS — Keep It Simple Stupid. This approach is especially valuable when implementing an ELB system within an airline which inevitably has entrenched cross-department subjective requirements. Conduce strongly recommend 'Big Picture' focus on what you are trying to achieve: which is initially the replacement of the paper system with a smart modern ELB. Be very careful not to get diverted or distracted by individual hobby horses or subjective bunker mentality departmental preferences. Once the system is implemented a solid bedrock of experience and knowledge is established which can then be built on to further develop the ELB's utility within the business. This focus also ensures that project milestones can be achieved in a speedy manner and easily communicated to all stakeholders.

## THE BENEFITS OF A PAPERLESS TECHNICAL LOG

Whilst it is still early days, Titan has already seen major benefits from eTechLog8 (figures 2, 3 and 4). No longer do users and management have ambiguous handwriting to contend with. eTechLog8 by design engenders improved data accuracy in the recording of defects, part numbers and serial numbers and all

the other mandatory data elements. Flight information (including any delays and fuel uplifts) is as close to real time as you can get. This is particularly beneficial to the Finance department who, for example, can now quickly process fuel information and accurately calculate charges to Titan's customers.

Figure 2

Figure 3

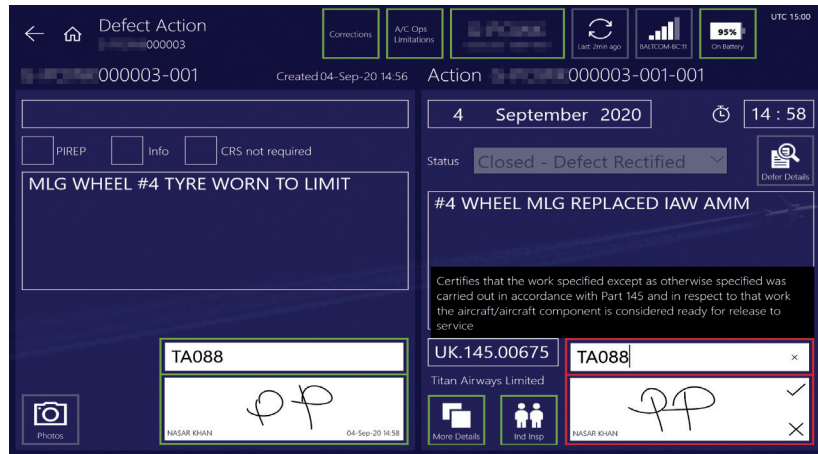


Figure 4

Additional benefits from this near-real-time flight and defect data means swifter troubleshooting. Titan's Technical Control Centre has access to accurate and up to date defect and line inspection information, complete with photos, component change data, AOG information and current deferred defect life and expiry data.

## NEXT STEPS

The now active integration phase will see the defect and flight information transmitted directly into Titan's maintenance software without any human intervention. This is not only a cost saving measure but will also allow for manpower to be re-directed to assessing the actual quality and correctness of the data. Conduce estimate up to 50% of the system benefits are from seamlessly integrating the ELB data with the other required airline Management Information Systems.

Titan will roll the ELB out to every aircraft in the fleet and continue to focus on reducing the workload in the cockpit. Users will continue to be encouraged to use the eCentral8 dashboards to observe the fleet status and spot patterns in the data; this is another benefit of an ELB and something that is not practical using paper. For example, if an aircraft is AOG, eCentral8 quickly and easily shows how many times the same problem has occurred and what actions have already been taken. In Sara's words: ultimately, Titan doesn't want to fix aircraft; it wants to prevent them from being broken in the first place.

The eTechLog8 suite of applications offers further digitisation and process improvement across the business — everything from hangar checks and mobile devices for engineers, to a fully integrated cabin defect log. As the system becomes

more established, Conduce looks to support the Titan team going forward with new ventures. Conduce has been proud to work with Titan airways whose commitment and professionalism held throughout this ELB implementation despite the challenging times.

## SARA BELLIS



Sara gained an apprenticeship at Marshall Aerospace and found herself drawn to the world of maintenance planning, gaining a strong interest in computer-based systems of maintenance management, becoming Planning Team leader and then Planning Manager. Joining Titan Airways as project lead for the introduction of the computer-based system to be employed within the new full in-house Part M department, Sara's role evolved into the Systems Data Integrity Engineer and the successful introduction of the ELB.

## VERA BANKINA



Vera's Aviation career began with the Technical Records team of an airline based in Latvia in 2010. She then took on a Technical Library and Training Coordinator position with an ACMI and charter operator. Whilst working within the CAMO team, in 2014 she joined their latest digitalisation project, investigating ELB solutions. In 2015 Vera moved to Conduce as a project manager, helping airlines all around the globe to implement and integrate the ELB solution.

## TITAN AIRWAYS



Titan Airways is an independent UK charter airline, operating a 14 strong fleet of Airbus and Boeing types. The business holds a worldwide Air Operator's Certificate and additional licences to operate aircraft in the US, Canada and Australia. Clients — including some of the world's leading companies, airlines, Oil & Gas sector employees, tour operators and sports teams — know that the service they receive from Titan is unparalleled. The company operates 24 hours a day, 365 days a year, supporting customers around the clock.

## CONDUCE



Conduce pioneer mobile aviation solutions. eTechLog8 is their world leading Electronic Log Book (ELB), fully approved by multiple Airworthiness Authorities and trusted by customers worldwide. eTechLog8 eliminates the paper technical, cabin, and deferred defect logbooks, and replaces these with an easy to use, workflow controlled mobile solution. Available on both Windows and iOS, eTechLog8 is fully integrated with all the leading MRO and M&E systems.

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## VENDOR FLIGHT LOG: EVIONICA

# Mateusz Godun explains how a passion for improving airline operations has driven Evionica's development of innovative and efficient Weight & Balance and Training solutions



Mateusz is an aviation-focused entrepreneur, CEO and founder of Evionica, a company that provides innovative Weight & Balance and Flight Training software. With over 15 years of experience in aviation and software development, he has always been interested in transforming processes using the latest technologies to achieve the highest levels of efficiency and automation. He holds an ATPL frozen license, and is an accredited certifying instructor for airline pilots and load controllers.

**Aircraft IT: Your name, your job title, and the name of the business?**

**Mateusz Godun:** Mateusz Godun, Founder & CEO, Evionica

**Aircraft IT: How did Evionica get started?**

**MG:** Working for airlines as Chief Flight Operations Engineer, I experienced at first-hand how much time

we devote to Weight and Balance operations, and yet mistakes might still occur. As a graduate from Aerospace Engineering, I've been deeply passionate about new technologies in aviation. For my own use, I started to create applications that would facilitate my work - speed up processes and communication in the team, reduce the amount of paperwork, and thus the stress associated with maintaining high

safety standards. I was sure that automation of W&B operations would benefit everyone — Pilots, Load controllers and Ramp Agents. My goal was to develop a solution that does a load sheet in literally 60 seconds — that's how Evionica and the Weight & Balance software solution were created.

**Aircraft IT: What is the guiding business principle that drives Evionica?**

**MG:** Technology to boost airlines' efficiency is deeply embedded in Evionica's DNA. Our great team of aviation experts provides advanced and highly customized Weight & Balance services for Airlines and Ground Handling Operations, as well as a wide range of distance learning courses (ATPL, type rating, class rating) in line with EASA regulations.

"My goal was to develop a solution that does a load sheet in literally 60 seconds — that's how Evionica and the Weight & Balance software solution were created."



**Aircraft IT: What has Evionica's greatest business achievement been to date, and why?**

**MG:** Trust and cooperation with our clients. We are proud to be partners with leading aviation organizations like Wizz Air, Lufthansa Aviation Training, LOT Polish Airlines and Gulf Aviation Academy.

**Aircraft IT: What have been your disappointments and what have you learned from them?**

**MG:** There are a lot of opportunities on the aviation market but to be successful you must focus on business units before expanding further.

**Aircraft IT: In a sentence, how would you summarize what Evionica does for aircraft operations customers?**

**MG:** Improve Flight Operations with efficient Weight & Balance Software, which is user-friendly, cost effective and reliable in respect of safety and efficiency.

"...while building IT solutions for Weight & Balance, we discovered that artificial intelligence is able to fully automate the process and suggest more cost-effective loading solutions."

**Aircraft IT: What do you feel will be the next big thing in operations Aviation IT?**

**MG:** There are many changes, and it is hard to assess which one will be the most crucial but while building IT solutions for Weight & Balance, we discovered that artificial intelligence is able to fully automate the process and suggest more cost-effective loading solutions. The next big thing would be to change people's mindset and allow technology to provide seamless load sheets without the involvement of people. However, I don't think that aviation is ready for it yet. Another trend in aviation could be 'bring your own device' that is already well established in various industries. Seeing the recent feedback on

our solutions I may also mention that also our new freighter Weight & Balance application will be a game changer.

**Aircraft IT: What do you want your customers to say about Evionica**

**MG:** Evionica's culture is built on technical knowledge, deep collaboration, and passion for aviation. We want our clients to be satisfied and to say that Evionica, while providing tailor made and forward-thinking IT solutions, drives aviation forward.

**Aircraft IT: Mateusz Godun, thank you for your time.**



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# The road to optimization of Fuel Planning at Volaris

**Juan Dorantes**, Chief of Fuel, **Francisco Becerril**, Navigation & Performance Leader and **Itzel Rodríguez León**, Chief of Ops & Maintenance Systems, all at Volaris, share the values that have been gained from implementing a modern fuel management solution



Before we go into the case study itself, it will be useful to look at the subject of the study, Volaris. Volaris, the Mexican ultra-low-cost carrier started its operations in 2006. The airline provides point-to-point routes and builds its market with low base fares, offering high-quality services and a variety of choices for their customers. Volaris caters to passengers visiting



Figure 1

friends and family, cost-conscious business travelers, and leisure travelers as well. This young airline has grown rapidly in a short period and serves 70 destinations (figure 1), connecting Mexico to the US, Central America and Colombia with its modern fleet that consists of 97 aircraft, all from the Airbus family.

Despite the pandemic, Volaris is serving over one million passengers a month. The Mexican airline also successfully launched, last September, its new subsidiary airline Volaris El Salvador, the first ultra-low-cost national flag carrier. Volaris also has another subsidiary airline, Volaris Costa Rica, launched in 2016.

The basis of Volaris's success and fast growth lies in its young and efficient fleet. Flying with 97 aircraft, from the classics A319, A320 and A321 to the new, efficient A320neo and A321neo. Another 25 A320neo are scheduled to be added by the end of 2022. These fuel-efficient aircraft will enable Volaris to take advantage of market opportunities and strengthen the airline's leading position in the Mexican market. This fleet expansion has also aligned to the airline's sustainability strategy to ensure industry and business viability in the future.

Volaris aims to always provide the best experiences to their customers while still taking care of the environment. With their sustainability strategy and the fuel





"With their sustainability strategy and the fuel efficiency software provided by StorkJet, the Mexican carrier can be easily classified as one of the most cost-efficient and eco-friendly airlines in the Americas..."

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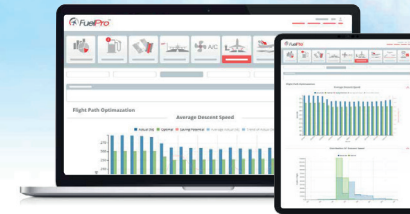
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efficiency software provided by StorkJet, the Mexican carrier can be easily classified as one of the most cost-efficient and eco-friendly airlines in the Americas, and on its path for more growth and success. This can be confirmed by several reports and certificates that Volaris can boast about:

- **Company Integrated Annual Report**
- **SPO certificate from Sustainabilitycs**
- **Bursatil certificates linked to emissions reduction and fuel consumption**

## RECOGNITION OF UNUSUAL TENDENCIES

The process of the implementation of StorkJet's fuel efficiency dashboard (FuelPro™) into Volaris operations began in 2019. It opened new doors when it comes to data analysis. Volaris has started a verification process of several fuel initiatives available in the FuelPro platform. One of the first cases that has been observed and analyzed was the case of Discretionary Fuel. Symptoms were quite unusual: pilots had been taking small amounts of extra fuel on board or nothing

at all, which immediately raised additional doubts. It seemed as if almost all pilots placed unconditional trust in the planned fuel.

Detailed analysis has begun to find the reason for that state. Historical data has been monitored including initiatives that potentially could cause such indications. Among others, discretionary fuel by Dispatcher and Company Fuel (Holding Fuel at Destination) has been verified. The outcome of those verifications was quite surprising: pilots felt comfortable with planned fuel as business rules that had been applied in flight planning system-imposed company and dispatchers' discretionary fuel overestimation. As it turned out, there was not enough reason for any more detailed analysis, nor there were tools to do so. FuelPro has opened the way for improved and efficient fuel planning.

## IN THE PURSUIT OF OPTIMIZATION

The next course of events was aimed to optimize the fuel planning process. It started from gathering feedback from pilots and consultations with the flight

planning department. The main goal was not only to reduce discretionary fuel planned by dispatchers, as it would potentially increase pilots extra fuel taken. The idea was to set such a balanced fuel policy tailored by route, aircraft type and destination that no or little extra fuel would be required but on the other hand, pilots' sense of safety would be uninterrupted.

When problems were identified, more time was devoted to detailed analyses of fuel planning activities. The key for successful communication was to have reliable data for analysis of specific flight phase, route, aircraft type, pilot, or dispatcher. Of course, sensitive personal data are anonymized, but even with that, Volaris could still verify case by case different behaviors.

When data analysis was ready, consultations with pilots, flight operations, and planning departments were started. Those consultations were aimed at reaching new optimized fuel policy that will not only reduce overburn caused by cost of weight, but also reduce unnecessary CO<sub>2</sub> emissions. All components of fuel planned, and fuel taken onboard were analyzed, as well as all the related initiatives in order to make sure that the fuel planning is not only above the safety margins, but also is optimized where possible (where it's not compromising safety).

The first initiative that was taken under the loop, was the Company Fuel, also named Holding Fuel at Destination. The impact of changes of fuel planning policy caused significant reductions in planned fuel which is visible in figure 2, the chart below (in yellow). At the same time, discretionary fuel taken by the captains (in turquoise) increased a bit, which was the expected reaction. However, the overall net value still shows a reduction of fuel on board by 600kg.

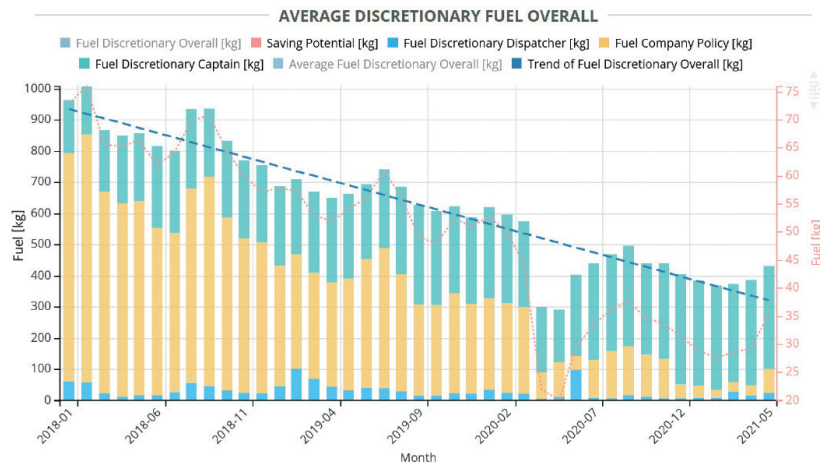
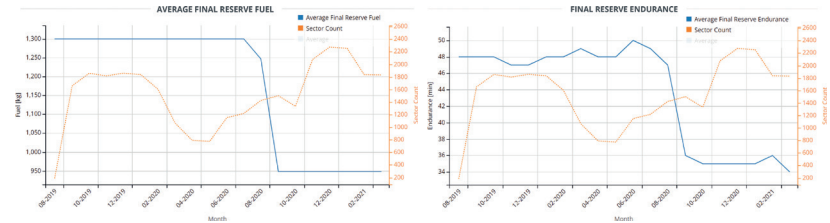


Figure 2

## 20k USD YEARLY SAVINGS PER AIRCRAFT

Another fuel initiative that was analyzed is the Final Reserve Fuel, also called 'Holding Fuel at Alternate', which is also a component of the Planned Fuel. Volaris has noticed that the amount of Final Reserve Fuel is highly overestimated. The Final Reserve Fuel should last for 30 minutes of endurance, however, from the charts below (figures 3 and 4) you can see that it was planned for over 48 minutes of endurance, making it highly overestimated and resulting in almost 350 kg of extra fuel on board, and hence causing the fuel penalty of 15 kg per flight.



Figures 3 and 4

## Final reserve planned A320-271 fleet

To calculate the Final Reserve Fuel, it is crucial to be aware that this Fuel, depending on the configuration of the Flight Planning System, can be either 'Fixed' or it can be 'Calculated'. The 'Calculated' option is more optimal from the fuel efficiency perspective.

Going back to the graphs, with quick-change in-flight planning software impressive fuel savings were possible to be gained. The 15kgs of fuel penalty per flight mentioned above along with 1700 sectors yearly on average, corresponds to \$20,000 savings per aircraft each year.

"... Volaris introduced several improvements to their fuel management and planning to optimize fuel consumption. All feedback received through FuelPro has influenced not only fuel policy applied, but also other airline departments."

## REDUCING EXTRA MILES

Yet another component of the Planned Fuel and an initiative that was analyzed, is the so-called 'Alternate Fuel'. Alternate fuel is the amount of fuel required from the missed approach point at the destination aerodrome until landing at the alternate aerodrome. Volaris started to analyze, case by case, a few of the most popular airports with the amount of extra fuel planned, and noticed some unusual tendencies. Namely, the amount of Alternate Fuel planned for the same alternate has increased substantially (figure 5).

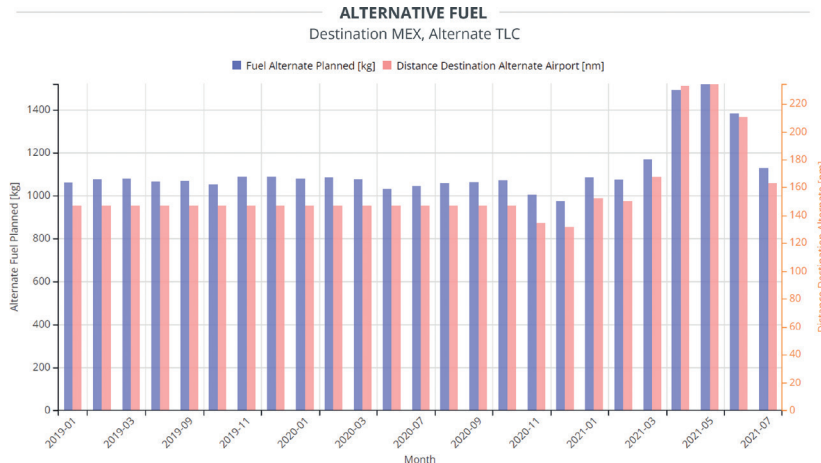


Figure 5

After thorough verifications, the reason for such a change has been identified. Aeronautic authorities for Mexico City Metroplex introduced new procedures for departure and arrival which in turn caused a dispatchers' reaction to add extra miles providing safety in new situation. Using FuelPro, Volaris has detected a new approach and stated that the increase of alternate fuel from ~1100kg to ~1500kg (as well as an increase in the distance planned from 148nm to 240nm) is disproportionate to the changes in procedures. Volaris started giving feedback inside the company, and in few months, they were on the way of steady state again.

## A BRIGHTER FUTURE

As time has passed, Volaris introduced several improvements to their fuel management and planning to optimize fuel consumption. All feedback received through FuelPro has influenced not only fuel policy applied, but also other airline departments. Fuel efficiency managers receive visualizations of applied changes

in the form of charts, dashboards, and tables.

Analysts were able to pinpoint areas that need improvement and pilot base managers were able to see which operational procedures and fuel conservation techniques have brought the best results. Evolving cooperation and mutual communications were steps necessary for the optimization process, which led us to a stage where the results are not only imagined but can finally be visualized.

Overall, the effort of Volaris in reducing the planned amount of fuel through various initiatives brought about a great effect. The planned fuel onboard was safely reduced (figure 6) by approximately 1 ton focusing on various fuel initiatives, such as Alternate Fuel, Discretionary Fuel by Dispatchers, Final Reserve Fuel, Discretionary Fuel imposed by company policy. The amount of Discretionary Fuel by Captain slightly increased because of these changes; however, captains still feel comfortable with the planned amount of fuel. Besides increase in Discretionary Fuel (around 100 kg), the net result from this reduction is still super positive, 1000 kg less fuel onboard, which corresponds to an average of 64kg of fuel savings per flight.

**Overall savings for 2021 thanks to more efficient fuel planning will equal to 6.7m USD. With that Volaris reduces yearly CO<sub>2</sub> emissions by 31 000 tones.**

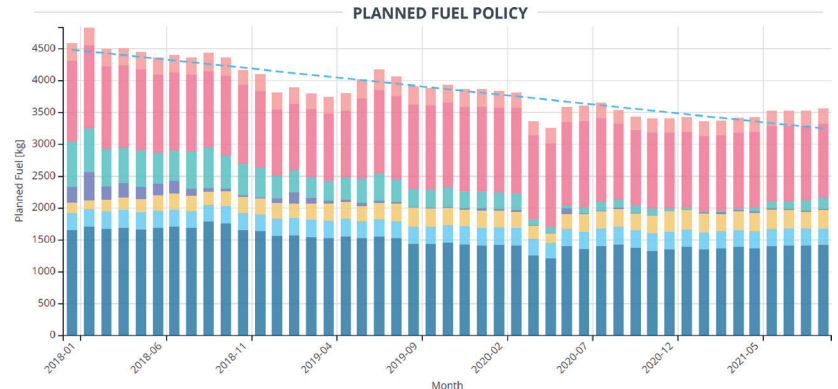


Figure 6

## MORE TO COME

As this is not the end of the journey, Volaris and StorkJet are looking forward to further co-operation in seeking more improvements in the field of optimization of fuel consumption and, most importantly, CO<sub>2</sub> emissions.

Fuel planning initiatives are not the only ones that can provide improvements in the field of efficiency. The charts represent yet another example of savings generated through FuelPro's implementation. The first chart presents percentage of departures with High and Low acceleration altitudes performed at SJO airport.



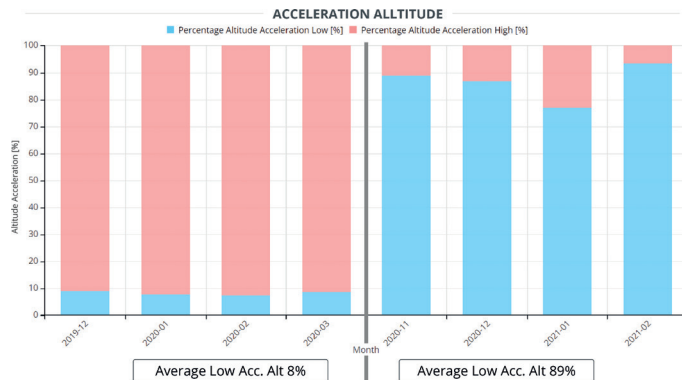


Figure 7

Volaris has introduced a new policy in which its main assumption is to use low acceleration altitude on departures instead of high acceleration. Results of that policy change prove that since November 2020 low acceleration was used on 94% of departures, compared to only 7% before the change of policy. The second chart (figure 8) presents results before and after implementation of that change. Clearly, departure fuel dropped giving 37kg savings on every single departure.

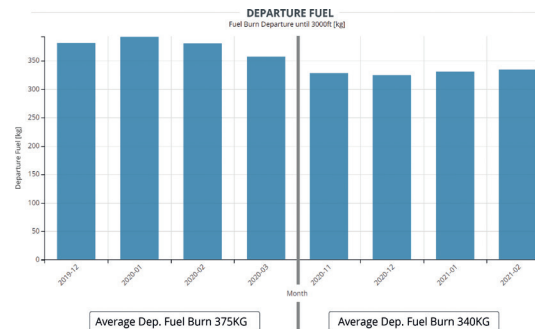


Figure 8

FuelPro provides over 44 fuel initiatives where savings can be achieved. They concern not only Fuel Policies, but also other fields like Flight Planning, Ground Operations, Flight Path Optimization and many more.

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## JUAN DORANTES



Juan is an Aeronautical Engineer, experienced in Flight Safety and currently responsible for the Fuel and Emissions reduction program.

## FRANCISCO BECERRIL



Francisco is an Aeronautical Engineer and Licensed Flight Dispatcher with 15 years of aeronautical industry experience, in charge of redesigning airspace and routes optimization for Volaris.

## ITZEL RODRÍGUEZ LEÓN



Itzel has a Bachelor's degree in Computer Engineering from Instituto Tecnológico de México. She leads governance on TRAX and Storkjet software and was Project Manager implementing Fuel Pro and APM.

## VOLARIS



Volaris is a low-cost Mexican airline based in Mexico City, Guadalajara, and Tijuana. The airline offers scheduled flights across the Americas, mainly offering domestic flights within Mexico and international flights to the US.

## STORKJET



StorkJet is the expert in aircraft performance and fuel efficiency based on real flight data. With artificial intelligence they support airlines through revealing new saving potential opportunities and optimizing flight operations. Airlines use StorkJet's software to save on over 44 fuel initiatives, monitor the performance of each aircraft in the fleet and engage pilots to be more eco-friendly.

# Operations Software Directory

**Key 'at-a-glance' information from the world's leading Operations software providers.**

IT is a powerful force but, to leverage its greatest value, it must be harnessed and directed. It must also be able to handle huge and growing data streams that record every aspect in the ways that aircraft fly, how they are readied and the conditions they will meet. This challenge has attracted the best brains and most innovative enterprises to create IT solutions for one of the most demanding working environments, Aircraft Operations. Inevitably, there are many such developers and vendors offering solutions ranging from single function 'Specialist Point Solutions' to complete 'End-to-End' solutions covering the whole process.

Only readers will know the specific requirements of their businesses but we have assembled a directory of the best Operations software providers and listed them alphabetically to make it easier for you to undertake a brief-ish (there are 44 providers and the number continues to grow) survey of the market, preliminary to starting on any specification and selection process. Or you might simply read it to keep up to date with what is available today.



## ACFT PERFO

**W:** [www.acftperfo.com](http://www.acftperfo.com)  
**T:** +32 476 76 76 08  
**E:** [info@acftperfo.com](mailto:info@acftperfo.com)

Location: Waterloo, Belgium

### KEY BUSINESS/SOFTWARE AREAS

- **WORLD AIRPORT DATABASE**  
Compatible for ALL TO Performance soft
- All A/C Types TO. & LAND.
- Performance soft
- EFB SOFTWARE SUITE
- Operational support in Performance and Operations
- EFLS Electronic loading system ground operations

ACFTPERFO has acquired a solid experience in the development of electronic flight bags tools and related support since start up in 1999. Our products are in continuous evolution in order to adapt to new regulations or practices in this rapidly changing business. We use our expertise to help customers and our commitment is to find the best solution for any challenge an airline could face. Safety is a major concern of our ACFTPERFO team and our airport database has been developed to be the best on the market. It is maintained up to date using extremely efficient tools which guarantee the highest level of accuracy and follow up.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo

## AIR SUPPORT

### Air Support A/S

**W:** [www.ppsflightplanning.com](http://www.ppsflightplanning.com)  
**W:** [flightwatch.ppsflightplanning.com](http://flightwatch.ppsflightplanning.com)  
**T:** +45 7533 8889  
**E:** [sales@airsupport.dk](mailto:sales@airsupport.dk)

Location: Billund, Denmark

### NAME OF PRODUCT MARKETED

- PPS Flight Planning, CrewBriefing
- Ops Control | Flight Watch

### KEY BUSINESS/SOFTWARE AREAS

- Flight Planning
- Flight tracking
- Crew briefing facilities

AIR SUPPORT specializes in the provision of the desktop and cloud-based flight planning software PPS Flight Planning System (PPS) and the integrated CrewBriefing web application and flight tracking. The PPS Flight Planning System (PPS) is one of the leading flight planning systems in the world due to the optimization of operating costs along with its incredible and flexible usability. PPS generates a complete briefing package available directly on CrewBriefing or its accompanying app, providing the crew with online access to company messages, flight log, trip-tailored surface weather data, NOTAMS, wind- and significant weather charts and the high-quality vertical cross-sectional chart.

The combined synergy of PPS will ensure that your airline will have the most modern and powerful flight planning system available.

PPS offers:

- World's most flexible airline flight planning system
- Automated filing, calculation and dispatch of all selected flights
- Automated data import from scheduling/crew/maintenance systems
- Automated data export to EFB solutions
- Automated consideration of company policies and dispatch parameters
- Automated high quality flight briefing packages
- Low acquisition and running costs offering highest cost-benefit ratio in the market
- Premium flight tracking via OpsControl

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## Automated Systems In Aircraft Performance (ASAP)

**W:** [www.asapinc.net](http://www.asapinc.net)  
**T:** +1 724-742-4777  
**E:** [info@asapinc.net](mailto:info@asapinc.net)

Location: Pittsburgh, Pennsylvania, United States of America

### NAME OF PRODUCT MARKETED

- ASAP STAR System

### KEY BUSINESS/SOFTWARE AREAS

- Runway Analysis
- Weight and Balance
- OEI Turn Procedures
- Drift Down
- Flt Planning/Sched/Res Integration

Automated Systems In Aircraft Performance, Inc. has been supplying runway analysis since 1995.

The STAR EFB and Flight Operations software would be a great asset by not only improving safety but also saving money through fuel planning and reduced wear on engines through the use of reduced power takeoffs.

The STAR product integrates runway analysis, weight & balance, drift down, flight planning, scheduling, reservations into one easy to use application. Along with these features the product also displays Weather, NOTAMS, and One Engine Inoperative escape routes.

To help manage users, devices, and system updates, the Mission Control Module eases the burden for the IT department. You may distribute the application through the Apple Business Manager for more control over software implementation and updates.

Additionally, the application has the ability to run with and without an internet connection, allowing pilots and dispatchers to always have the ability to calculate performance data. ASAP provides services for all aircraft variations, configurations, and engine types. All in one application.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Avionics Support Group

**W:** [www.asginc.net](http://www.asginc.net)  
**T:** +1 305-378-9786  
**E:** [info@asginc.net](mailto:info@asginc.net)

Location: Florida, USA

### NAME OF PRODUCT MARKETED

- Cockpit EFB Mounts, EFB Power Supplies.

### KEY BUSINESS/SOFTWARE AREAS

- STC Certification
- EFB Mounts
- EFB Power Supplies
- Avionic Products
- Avionics Engineerings

Avionics Support Group, Inc. (ASG) is a premier Avionics Systems Integration & FAA-PMA approved Aerospace Manufacturing and Avionics Engineering company. ASG's competitive advantage can provide your company with a Single Source Solution for avionics engineering, manufacturing, aircraft installation technical support, Supplemental Type Certificate (STC's), video surveillance, SATCOM, and much more. We lead the aerospace industry with our US patented Constant Friction Mount (cfMount™), EFB Integrated Power Supplies, and EFB Cradles. Contact ASG today to learn how ASG's Single Source Solution can work for your company!

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## ASQS (Advanced Safety and Quality Solutions)

**W:** [www.asqs.net](http://www.asqs.net)  
**T:** +43 1 306 1234  
**E:** [sales@asqs.net](mailto:sales@asqs.net)

Locations: ASQS GmbH, Vienna, Austria,  
 ASQS Ltd., Bangkok, Thailand

### NAME OF PRODUCT MARKETED

- IQSMS (Integrated Quality and Safety Management System)
- Flight Data Monitoring (FDM) Service
- The IQSMS Suite consists of a total of 10 modules, varying according to the operator. (Airlines, Business Jets, Helicopter, Airports, MROs...)

### KEY BUSINESS SOFTWARE AREAS

- Quality Management Module
- Reporting Module
- Risk Management Module
- Document Distribution Module
- Emergency Response Planning Module

ASQS (Advanced Safety and Quality Solutions) is a global supplier of highly innovative QMS and SMS software for the aviation industry, supporting more than 200 large and small operators, including airlines, business jet and helicopter operators, groundhandling agents/FBOs, airports and maintenance organizations, in creating a safe and productive work environment.

The company specializes in intuitive, integrated, web-based solutions with exceptional customer support. ASQS's core product IQSMS allows clients to manage operational data 24/7 online and offline with a single integrated tool which significantly simplifies daily tasks. The easy handling of the software creates a positive reporting culture, enables comprehensive quality management and proactive risk management to maximize productivity, reduce operating costs, and optimize internal and external working procedures. IQSMS automates laborious processes like the submission of ECCAIRS or IDX compliant incident reports which, combined with a consolidated, up-to-date regulations database, ensures legal compliance with national and international requirements and standards.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## AVIOBOOK

**W:** [www.aviobook.aero](http://www.aviobook.aero)  
**T:** +32 11 72 10 30  
**E:** [info@avio.com](mailto:info@avio.com)

Location: Belgium (Hasselt), France (Toulouse),  
 Singapore & Piscataway

### NAME OF PRODUCT MARKETED

- AvioBook, AvioBook Connect, AvioBook Cabin, AvioBook Tech, AvioBook Base, AvioBook Systems, AvioBook Data, AvioBook Integrations, AvioBook SaaS

### KEY BUSINESS/SOFTWARE AREAS

- EFB software solutions
- EFB hardware solutions
- Suite of ground & flight application
- Navigation DataBase, weather data, ADS-B

AvioBook, a Thales Group company, supports airlines as a partner in their digital strategy. AvioBook offers a comprehensive and highly integrated suite of ground and flight applications, systems and solutions that connect all stakeholders and key assets in a safe and secure manner. This, combined with expertise in data and cyber security, gives airlines an edge through greater efficiency and ultimately sustainable, profitable growth.

Proven solutions from AvioBook make communication between the cockpit, cabin and back office faster and more efficient than even before.

With the integrated and secure AvioBook application suite, pilots, cabin crew, dispatchers and ground staff can be securely connected to each other, making communication more efficient and driving value throughout the operation.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## AVTECH Sweden

**W:** [www.avtech.aero](http://www.avtech.aero)  
**T:** +46 8 544 104 80  
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Location: Sweden

### NAME OF PRODUCT MARKETED

- Aventus NowCast™ - The FMS Optimization
- Aventus SIGMA - Severe Weather service
- Aventus AIR — Weather Uplink
- Consulting Service — ACARS and connection

### KEY BUSINESS/SOFTWARE AREAS

- Wind Uplink FMS Optimization
- Reduce Fuel burn and CO2 footprint
- Severe Weather application

AVTECH, specializing in tailored information to the cockpit, offers easy, automated and inexpensive improvements in FMS optimization.

The Aventus NowCast™ weather service give pilots access to weather data of the highest available quality, and when the data is fed into the aircraft Flight Management Computer, the actual aircraft trajectory can be optimized, reduce the fuel burn and CO2 footprint.

Working directly with Met Office (UK), the Aventus SIGMA service supply the cockpit crew with severe weather information, based on Actual route and time in the FMS. The service brings adequate, timely and correct information on turbulence, icing and other weather phenomena that affect safety and comfort. The SIGMA service sets a new standard on how, when and where your crew gets their information.

[CLICK HERE](#) for Product Details  
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## The Boeing Company

**W:** [www.boeing.com/supportandservices](http://www.boeing.com/supportandservices)  
**T:** +1 206-655-2121  
**E:** [BoeingSupportandServices@Boeing.com](mailto:BoeingSupportandServices@Boeing.com)

Location: 65 Offices Worldwide

### NAME OF PRODUCT MARKETED

- Business Consulting
- EFB Document Browser
- Electronic Flight Folder
- Fuel Dashboard
- Onboard Performance Tool

### KEY BUSINESS/SOFTWARE AREAS

- EFB applications
- Fuel Efficiency Solutions
- Consulting

Boeing is the world's largest aerospace company and leading manufacturer of commercial jetliners and defense, space and security systems. Boeing Support and Services combines airplane design and manufacturing expertise with unique access to fleet-wide operational data to offer optimization solutions.

With these offerings, Boeing addresses the evolving need for integration and optimization of data and information across the aviation ecosystem to empower smart decision-making. The portfolio includes services and solutions for flight operations, maintenance & engineering and procurement organizations to optimize the operational efficiency of airplanes and operations.

Boeing has more than 250 customers for its optimization solutions. The portfolio draws on solutions from a family of Boeing companies: AerData, Inventory Locator Services and Jeppesen, serving operators of Boeing and non-Boeing airplanes.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Bytron Aviation Systems

**W:** [www.bytron.aero](http://www.bytron.aero)  
**T:** 01652 688 626  
**E:** [info@bytron.aero](mailto:info@bytron.aero)

Location: Kirmington, United Kingdom

### NAME OF PRODUCT MARKETED

- skybook aviation cloud

### KEY BUSINESS/SOFTWARE AREAS

- Dispatch Portal
- EFB Application
- Airfield Watch
- Flight Following
- Crew Briefing

Bytron Aviation Systems has over 35 years of industry experience and understanding driving the development of solutions engineered to make a big impact in the aviation industry.

The business specializes in the design and building of fully fledged, reliable, integrated systems that ensure critical data is consistently distributed to the right place, at the right time on the right device, increasing awareness and accountability, improving information capture, reducing costs and streamlining workflows. Above all, improving communication between flight ops and flight deck.

skybook is Bytron's core aviation solution that offers unrivalled flexibility, automation and integration, using the best and most reliable data sources to deliver all vital information across flight ops and dispatch and the flight deck. skybook enables operators and aircrews to work smarter, not harder and the firm's proven award-winning solutions cover Flight Dispatch, Crew Briefing, Airfield Watch, Flight Tracking plus there is a class leading Electronic Flight Bag application. Contact Bytron today to arrange your introduction and trial.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Comply365

**W:** [www.comply365.com](http://www.comply365.com)  
**T:** +1 (877) 366 2365  
**E:** [info@comply365.com](mailto:info@comply365.com)

Location: USA

### NAME OF PRODUCT MARKETED

- ProAuthor (XML-Based Authoring Solution)
- Electronic Flight Bag (EFB)
- Digital Briefing
- Document & Communication Manager
- Training Solution (LMS Learning Manager)

### KEY BUSINESS/SOFTWARE AREAS

- XML-Based Authoring Solution (ProAuthor)
- Electronic Flight Bag (EFB)
- Digital Briefing Flight Release
- Document Mgmt. and Distribution Platform
- Targeted Distribution w/ Compliance Tracking

Comply365 delivers secure, cloud-based solutions, focusing on Authoring, EFB and Digital Briefing Solutions, as well as Targeted Distribution of Mobile Manuals.

The Authoring Solution, features ProAuthor: the aviation industry's first and only XML-based solution for authoring, revising and distributing publications.

Comply365's proven Electronic Flight Bag (EFB) solution lets crews access mission-critical information throughout each phase of flight.

Digital Briefing helps turn planes faster for more on-time departures with instant feedback to dispatchers when the flight crew accepts a release and signs Fit for Duty.

Comply365's full-featured Document Management and Targeted Distribution Platform boosts productivity by delivering any type of manual or document directly to any mobile device or stationary workstation.

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## Conduce

**W:** [www.conduce.net](http://www.conduce.net)  
**T:** 0044 333 888 4044  
**E:** [info@conduce.net](mailto:info@conduce.net)

Location: Nuneaton, UK

### NAME OF PRODUCT MARKETED

- eTechLog8
- eCabinLog8
- eCentral8
- eTraining8
- eForm8
- eDoc8

### KEY BUSINESS/SOFTWARE AREAS

- Electronic Logbook (ELB)
- Cabin Log
- Electronic Forms Designer
- Document Viewer

Conduce pioneer mobile aviation solutions.

eTechLog8 is our world leading Electronic Log Book (ELB), fully approved by multiple Airworthiness Authorities and trusted by customers worldwide.

eTechLog8 eliminates the paper technical, cabin, and deferred defect logbooks, and replaces these with an easy to use, workflow controlled mobile solution. Available on both Windows and iOS, eTechLog8 is fully integrated with all the leading MRO and M&E systems. All eTechLog8 customers report significant benefits, ranging from improved efficiency, data accuracy and consistency to faster turnarounds, all contributing to reduced costs.

Conduce also offers a fully integrated suite of companion applications, which provide mobile paperless solutions for the cabin log, CBT training, custom forms, and ensuring key documents are at your fingertips.

Conduce has a sliding pricing scale, depending on fleet size and operates as a subscription model, with one flat fee, per tail, per month covering everything: hardware, software, 24/7/365 support, mobile data, future proofed upgrades and more. There are no hidden costs. Ask us today for a tailored proposal.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## CrossConsense

**W:** [www.crossconsense.com](http://www.crossconsense.com)  
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**E:** [contact@crossconsense.de](mailto:contact@crossconsense.de)

Location: Frankfurt Germany  
 Heusenstamm Germany

### NAME OF PRODUCT MARKETED

- Aircraft Fleet View
- ACSIS
- AviationDW

### KEY BUSINESS/SOFTWARE AREAS

- Support and Hosting
- Consulting and Data Migration
- Business Intelligence solutions
- App and dashboard development

CrossConsense's portfolio runs from AMOS Support, BI-Management, Data Migration and Hosting to the products Aircraft Fleet View, ACSIS (tool for predictive maintenance) and AviationDW.

**AMOS Support:** CrossConsense has a long tradition in providing support for AMOS with one single point of contact for 1st and 2nd level; also realizing well-planned and organized data migration projects for airline customers and Reporting and Business Intelligence Analytics for AMOS users.

**Aircraft Fleet View** is a user-friendly Progressive Web App (PWA) that gives an always up-to-date view on an airline's fleet status. It indicates AOGs, delays and other important information with the right level of detail to be useful but not crowded with information.

**AC SIS** is a powerful software tool developed to assist any airline, operator, MRO facility and OEM to avoid AOGs, delays and turnbacks, improve aircraft utilization, and enhance safety. ACSIS integrates with any MRO / M&E Software for better insights into aircraft health and potential future problems to be dealt with during scheduled maintenance.

**AviationDW:** information visualization made easy: AviationDW is a managed data warehouse, tailor-made for use with your backend system, e.g. AMOS. AviationDW simplifies KPI creation based on MRO System data.

[CLICK HERE](#) for Product Details  
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## eTT Aviation

**W:** [www.ettaviation.com](http://www.ettaviation.com)  
**T:** +1 208-424-9424  
**E:** [info@ettaviation.com](mailto:info@ettaviation.com)

Locations: Boise, ID, USA

### NAME OF PRODUCT MARKETED

- SkedFlex

### KEY BUSINESS/SOFTWARE AREAS

- Flight & Crew Management
- Fleet (Movement) Management
- Qualification & Training Management
- Crew Pay
- Line & Preferential Bidding

SkedFlex is a full-featured, affordable, innovative and expertly supported flight and crew management solution designed to meet your needs and exceed your expectations. With its scalable platform and optional modules, SkedFlex provides air operators the ability to successfully schedule and manage crewmembers, flights, and aircraft in a flexible, efficient, and visual manner. Coupled with its proprietary rules engines, SkedFlex helps ensure regularity compliance under the Code of Federal Regulation parts 117, 121, 125, and 135, for flight, duty, and rest limitations and additional company requirements and rule sets from regularity authorities can be incorporated.

**Crew and Flight Scheduling** are the core components for the visual mastery of complex operations. **Crew Pay** ensures pay accuracy and accountability, freeing employees and administrators to focus on productivity, not paperwork.

**Qualification and Training Management** automates simulator and classroom scheduling, crewmember training delivery, currency, and qualification tracking. **Line and Preferential Bidding** provides an airline the option to build lines or trips for crewmember bidding, and allows crewmembers to establish standing bid criteria and further modify their bids as they desire. Entire fleets of aircraft can be scheduled in minutes with **Fleet Management** while scheduled inspections are displayed visually to optimize aircraft utilization around required inspections.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Evionica

**W:** [www.evionica.com](http://www.evionica.com)  
**T:** +48 507 787 737  
**E:** [office@evionica.com](mailto:office@evionica.com)

Locations: Poland (Warsaw), Austria (Vienna)

### NAME OF PRODUCT MARKETED

- Evionica WB
- Evionica FTS

### KEY BUSINESS/SOFTWARE AREAS

- Weight & Balance Software
- Flight Training Software
- Computer Based Training

Evionica delivers smart software for Weight & Balance, Flight Training and Computer Based Training to Airlines, Airports and Training Organizations.

With over 100 clients the business is cooperating with recognized partners like Wizz Air, LOT Polish Airlines, Lufthansa Aviation Training, Abu Dhabi Aviation Training Center and many more.

**Evionica Weight & Balance Software:** The solution allows users to reduce costs and has a very intuitive interface where training requires only 1 hour. Within 60 seconds you are able to produce a load sheet.

**Flight Training Software:** Streamline administrative processes for training. Automate operations and save time with cloud-based software, plus go paperless.

**Computer Based Training:** Pilot Training CBT with content explained in a straightforward way, having a natural lector voice, superior graphics and animation. A dark theme prevents users' eyes from tiring. Small portions of information make it easier to remember content.

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## Evoke Systems

**W:** [www.evoke-systems.aero](http://www.evoke-systems.aero)  
**T:** +44 (0)3456 521 240  
**E:** [info@evoke-systems.aero](mailto:info@evoke-systems.aero)

Locations: UK

### NAME OF PRODUCT MARKETED

- EFOS Training Management Suite
- EFOS Leave Management Suite
- EFOS Flight Management Suite

### KEY BUSINESS/SOFTWARE AREAS

- Aviation software solutions
- Aviation leave (vacation) management
- Aviation Training Management System (TMS)
- Flight Management

**EFOS Training Management Suite:** An established and complete Training Management solution available exclusively for the aviation industry. EFOS TMS provides intelligent forms and records, course management and candidate progress tracking along with qualification and role profile monitoring, and supports AQP, ATQP and EBT programmes. Supported by a dedicated iPad application, EFOS TMS is available on web and for mobile and offline use.

**EFOS Leave Management Suite:** A sophisticated leave (vacation) management system, designed specifically for airlines. With highly customisable rules, the EFOS Leave Management Suite suits individual airline requirements and offers a fair, deterministic and transparent way to allocate leave. EFOS LMS can be integrated with airline rostering systems to provide a holistic view of staff availability.

**EFOS Flight Management Suite:** An iPad application for flight journey log information, flight folders, alert event and safety reporting which enables commercial analysis of the associated data to deliver lean airline operating environment. Integrations with other operating systems maximise data efficiency.

[CLICK HERE](#) for Product Details  
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## Flatirons

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**T:** +1.303.627.6535  
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Locations: Europe, Asia, USA, Middle East

### NAME OF PRODUCT MARKETED

- CORENA Suite

### KEY BUSINESS/SOFTWARE AREAS

- Content Management System (CMS)
- Interactive Electronic Technical Publisher (IETP)
- Maintenance & Engineering
- Flight Operations
- Tablet Solutions & Mobility

Flatirons provides consulting, technology, and outsourcing for content lifecycle management (CLM). For more than 20 years, we have served global Fortune 1000 customers in aerospace, automotive, electronics, financial services, government, healthcare, and publishing. Our customer engagements help organizations efficiently deliver the right information, at the right time, to the right people by leveraging structured content and digital media — Turning Content into Knowledge.

The CORENA Suite by Flatirons is the leading content lifecycle management (CLM) solution developed specifically for organizations that rely on mission-critical data to design, manufacture, operate, or maintain complex assets over their product and service lifecycles as well as across multi-echelon business networks. For more than 25 years, the world's leading airlines, aerospace manufacturers, OEMs, and defense organizations have relied on the CORENA product suite to create, manage, and deliver large volumes of technical information throughout its lifecycle. Today, CORENA customers rely on the CORENA suite to modernize their IT infrastructures, improve customer satisfaction, and maintain their competitive advantage.

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## Flightkeys

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Location: Austria, Vienna

### NAME OF PRODUCT MARKETED

- FLIGHTKEYS 5D
- SPACEKEYS - RAIM PRO

### KEY BUSINESS/SOFTWARE AREAS

- Flight Planning
- 5D Cost Optimization
- Data Services (Nav, Weather)
- Smart NOTAM Services
- Delivery, Integration, 24/7 Support

This Vienna service company was founded in April 2015 by a team of high profile aviation experts with very specific knowledge and long-term experience in the field of flight planning and optimization: Their mission is to completely re-write the science of flight management for the 21st century by precisely meeting the emerging requirements of cost-optimized airline operations, trajectory-based operations and the reduction of emissions. Flightkeys' research takes place in a corporate climate that promotes innovation and a continuous search for excellence. The focus is on user-friendly systems that provide the ultimate level of cost optimization and integrate seamlessly into future airline operations and ATM systems. FLIGHTKEYS 5D - as the only 21st century flight management system - will balance airline network throughput, greenhouse gas emissions and safety in the most cost-efficient way and covers a scope far beyond any solution currently available on the market. By improving communication and collaboration amongst stakeholders in the aviation industry it will lead to a smarter and more productive use of aircraft and airspace. So watch Flightkeys closely, or feel free to invite them to present their new 5D solution."

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Flygprestanda AB

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Location: Malmö/Sweden, New Milford, CT/USA

### NAME OF PRODUCT MARKETED

- Guru2 w &w/o Mass & Balance,
- Airport Analysis, Drift Down,
- Load & Trim, AHM560

### KEY BUSINESS/SOFTWARE AREAS

- Aircraft Performance Services
- Performance Engineering
- Special Performance Calculations
- Engine Failure Procedures

Flygprestanda AB, a pioneer in aircraft performance calculations, was founded 1969. For nearly 50 years Flygprestanda has been in the forefront of providing aircraft operators of all kinds with high quality services. Today Flygprestanda is serving around 200 customers worldwide from the head office in Malmö, Sweden and continues to lead innovation in this part of the aviation industry with its well known Airport Analyses and Guru2 application.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Gigsky

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**E:** [vchand@gigsky.com](mailto:vchand@gigsky.com)

Location: United States of America, Denmark, Canada & India. Danish Office For EFB, Aircraft Sales

### NAME OF PRODUCT MARKETED

- GSM Roaming Data

### KEY BUSINESS/SOFTWARE AREAS

- Consumer Data Roaming Solutions
- Enterprise Data Roaming Solutions
- OEM Data Roaming Solutions

GigSky for Enterprise offers end-to-end mobility services to meet your airline connectivity needs. With global coverage across 190+ countries, GigSky provides superior international network coverage through Tier 1 operators at competitive roaming rates. The GigSky Enterprise Portal provides reports and analysis that help intelligently track mobile data across your organization. GigSky Enterprise Portal Admin Users can create custom notifications, manage data policies, and see usage in real-time.

[CLICK HERE](#) for Product Details  
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## International Flight Support

**W:** [www.ifs.aero](http://www.ifs.aero)  
**T:** +45 33464600  
**E:** [sales@ifs.aero](mailto:sales@ifs.aero)

Location: Copenhagen, Denmark

### NAME OF PRODUCT MARKETED

PFB Paperless Flight Bag solution, PFB Back-Office Platform, PFB Document Management & Library Module, PFB Web Crew Portal & Notification Module, PFB Electronic Flight Planning Module, PFB Voyage/Journey Log Reporting Module (Pre+Post flight), PFB W & B/eLoadsheet Module w/ electronic sign-off, PFB Take-Off Performance ON-line, PFB Take-Off Performance OFF-line, PFB Landing Performance OFF-line, PFB eTechlog Module w/MEL data import/export, PFB eReporting Module, PFB Duty Time Registration Module

### KEY BUSINESS/SOFTWARE AREAS

- EModular PFB Platform Architecture
- Modular PFB GUI Architecture
- Seamless integrations with multiple back-end systems
- Fully customized set-ups without expensive R & D costs
- Designed for simplicity, userfriendliness and effectiveness

IFS — International Flight Support is an innovative and experienced supplier of iPad OS and Windows XP/7/8 based EFB Platform solutions aimed exclusively at the aviation industry. The company was founded in 2001 and has a full decade of operational experience providing in-cockpit calculation solutions to airlines, business aircraft operators and military users. The PFB™ Paperless Flight Bag software solution defines a new standard for high quality modular EFB architecture. It was built to achieve complete data integration to any back-end software systems used by the operator while offering a unique degree of customization options that reflects each operator's preferences.

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## Logipad DextraData

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**E:** [info@logipad.aero](mailto:info@logipad.aero)

Location: Essen, Germany

### NAME OF PRODUCT MARKETED

- Logipad

### KEY BUSINESS/SOFTWARE AREAS

- eBriefing / EFF
- iPad und Windows EFB Management
- Class-I EFB and Class-II EFB
- Logipad for Pilots, Cabin and Maintenance

Since 2002, Modern.Work has been providing airlines with Logipad, an inhouse-developed Electronic Flight Bag (EFB) solution. Logipad makes flight management simple, fast and smart for pilots, crew and ground members. Due to a Single Sync transaction process and modules like Document Management, eForms and eBriefing / EFF, Logipad reduces paperwork.

In 2017, Modern.Work GmbH merged with DextraData GmbH, an IT consulting company and independent software vendor. Together the companies not only offer comprehensive expertise in IT services and EFB, but also implement and develop IT solutions such as Logipad according to customer needs. Furthermore, clients can profit from the companies' cooperation with important IT and aviation manufacturers (e.g. Microsoft Corporation, Jeppesen Sanderson Inc. and Avialytics GmbH).

DextraData's portfolio includes: Business Consulting, Cloud & Managed Services, IT Service & Enterprise Management, Next Generation Infrastructure, Modern Work / Software Infrastructure and Program & Project Management. The company is located in Germany.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Lufthansa Industry Solutions

## Lufthansa Industry Solutions

**W:** [www.lufthansa-industry-solutions.com](http://www.lufthansa-industry-solutions.com)  
**T:** +49 40 5070 30000  
**E:** [marketing.sales@lindh.dlh.de](mailto:marketing.sales@lindh.dlh.de)

Location: Germany, Switzerland, USA

### NAME OF PRODUCT MARKETED

- DocManage Product Suite,
- DocSurf Mobile, EFFOM, DocCreate

### KEY BUSINESS/SOFTWARE AREAS

- IT Solutions and Process
- Consulting for MRO
- Electronic Flight Operation Manuals
- Airline Job Card Content Management
- Predictive Analytics and Maintenance
- RFID

Lufthansa Industry Solutions is an IT service company for process consulting and system integration. This wholly-owned subsidiary of Lufthansa Group supports its customers with the digital transformation of their company. Its customer base includes both companies within Lufthansa Group as well as more than 150 companies in various other industries.

The products EFOM and DocSurf Mobile were developed together with Lufthansa Airlines based on 15 years of common experience and excellence in electronic flight operations manuals and processes to fulfill both current and future requirements. • **EFOM** — A manufacturer independent Content Management System. Functionally mature and based on 17 years of experience, EFOM makes it possible to fulfill FlightOps requirements, e.g. expandable for new publishing backends; flexible to integrate new documents; open for customized enhancements or to integrate business processes such as Compliance Management. • **DocSurf Mobile** — A Library Viewer for MRO and FlightOps documents is available as a native iOS app or Windows application. The revision service allows change lists to be checked and content to be compared with a previous version. Navigation is intuitive and includes a fast and easy search. A user independent management of favorites and notes is provided, keeping this information revision safe and available.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Lufthansa Systems

## Lufthansa Systems

**W:** [www.LHsystems.com](http://www.LHsystems.com)  
**T:** +49 69696 90000  
**E:** [marketing@lhsystems.com](mailto:marketing@lhsystems.com)

Location: Germany and in 16 other countries.

### NAME OF PRODUCT MARKETED

- IT Solutions

### KEY BUSINESS/SOFTWARE AREAS

- Operations and Commercial Solutions
- Flight Deck Solutions
- Finance Solutions
- In-Flight Entertainment and Mobile Solutions
- Professional Services and Consulting

The company offers its more than 350 airline customers an extensive range of successful and in many cases market-leading products for the aviation industry. The innovative IT products and services in this portfolio offer customers a wide range of economic benefits while also contributing to improving efficiency and competitiveness. In addition, Lufthansa Systems also supports its customers both within and outside the Lufthansa Group with consulting services and the experience it has gained in projects for airlines of every size and business model.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



AN AIRBUS COMPANY

## NAVBLUE

an Airbus Company

**W:** [www.navblue.aero](http://www.navblue.aero)

**T:** +33 5 82 84 06 18

**E:** [communications@navblue.aero](mailto:communications@navblue.aero)

Location: Toulouse, France; Waterloo, Canada; and Hersham, UK

### NAME OF PRODUCT MARKETED

- Electronic Flight Bag applications
- Fuel applications
- Dispatch & Crew Planning
- Airspace & Airport Consulting

### KEY BUSINESS/SOFTWARE AREAS

- Electronic Flight Bag & Documentations
- Fuel Solutions
- Ops Control Center Solutions
- Consulting
- Flight Data Analysis

NAVBLUE is an aviation services company, dedicated to Flight Operations & Air Traffic Management Solutions, wholly owned by Airbus. Through digital & collaborative innovation, our passionate and customer-focused team develops solutions to enhance the safety and efficiency of air transport.

NAVBLUE provides solutions and services for mixed fleets and supports both civil and military environments, on the ground or on board any aircraft. NAVBLUE offers the highest level of expertise in digital cockpit operations, Operations Control Centre (OCC) systems, Flight Ops Engineering, Performance Based Navigation (PBN) and Air Traffic Management (ATM).

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## NVable

**W:** [www.nvable.com](http://www.nvable.com)

**T:** +44 141 280 0050

**E:** [contact@nvable.com](mailto:contact@nvable.com)

Location: UK

### NAME OF PRODUCT MARKETED

- ConNVerge for Aviation

### KEY BUSINESS/SOFTWARE AREAS

- Electronic Techlog
- Electronic Forms (Assessments)
- Document Management
- Operational Analysis
- Station Operational Compliance

The concept behind our CoNVerge platform is simple. We believe that businesses should have the flexibility to easily innovate and add new applications to their toolbox, without being stifled by legacy technology or a single technology brand.

CoNVerge is all about minimising risk, fuss and capital costs and maximising efficiency. Provided as a service, it combines a hosted environment and web portal with mobile applications and data interfaces to virtually any system.

The platform is easily integrated into your existing business systems and brings together the best tools to handle data acquisition and data analysis — all on scalable infrastructure. Best of all, we even take the day-to-day management off your hands.

Our CoNVerge platform is blazing a trail in the aviation sector. In a hi-tech industry, where the stakes are even higher, long-standing clients such as British Airways Cityflyer know they can rely on NVable and our custom-designed software to make things simple, safer, more secure and streamlined. We provide airlines with technology solutions that reduce effort, improve processes and produce useful information, with one simple goal — to change things for the better.

Bring everything together and do it better when you bring onboard CoNVerge and NVable.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## OpenAirlines

**W:** [www.openairlines.com](http://www.openairlines.com)

**T:** +33 (0)5 31 61 52 18

**E:** [stephane.nitenberg@openairlines.com](mailto:stephane.nitenberg@openairlines.com)

Location: France, Asia, USA

### NAME OF PRODUCT MARKETED

- SkyBreathe Fuel Efficiency
- Crew Intelligence
- OptiFleet
- CrewPad

### KEY BUSINESS/SOFTWARE AREAS

- Fuel Efficiency
- Crew Efficiency
- Fleet Efficiency
- EU-ETS Management
- Cabin Crew CRM

Based in Toulouse, the cradle of aeronautics and space, OpenAirlines was created in 2006 to help airlines optimize their operations. Thanks to a highly qualified and committed team of Fuel Experts, Data Scientists, and IT Specialists, OpenAirlines is today a world leader in the market for flight operations optimization software with a range of complete solutions answering all the key requirements of aviation professionals.

Drawing on 8 years of R&D, OpenAirlines has developed SkyBreathe®, an innovative eco-flying solution based on Cloud, Artificial Intelligence, and Big Data to save fuel and reduce airlines' carbon footprint by up to 5%.

Rewarded by many innovation awards and leader in the low-cost market, the software is now used by a very active community of 30+ airlines around the world including Malaysia Airlines, Norwegian, Cebu Pacific, flydubai and Atlas Air...

Now composed of 40 fuel experts with offices in Miami and Hong Kong, OpenAirlines continues its growth and begins in 2018 the development of a new module, called SkyBreathe® OnBoard, designed to be embedded in the cockpit to give recommendations to pilots in real time.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## PACE — a TXT company

**W:** [www.pace.de](http://www.pace.de)

**T:** +4930293620

**E:** [paceinfo@txtgroup.com](mailto:paceinfo@txtgroup.com)

Location: Germany, France, USA

### NAME OF PRODUCT MARKETED

- Pancelab Flight Profile Optimizer
- Pancelab CI OPS

### KEY BUSINESS/SOFTWARE AREAS

- Flight Profile Optimization
- Cost Index Operations
- Fuel Efficiency
- Operational Efficiency
- EFB Library Viewer

Working with many of the leading OEMs, engine manufacturers and airlines for more than two decades has enabled us to develop a range of innovative products that directly respond to the challenges of the international aviation community.

We closely collaborate with performance and cabin engineers, senior training captains, fuel conservation and operational efficiency managers, EFB teams and consultants to deliver hands-on support for strategic and operational tasks.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Pivot

**W:** [www.pivotcase.com](http://www.pivotcase.com)  
**T:** +1 281-895-0128  
**E:** [mike@flyboys.com](mailto:mike@flyboys.com)

Location: Houston, Texas

### NAME OF PRODUCT MARKETED

- PIVOT mounting solutions

### KEY BUSINESS/SOFTWARE AREAS

- Mounts for EFB
- Mounting plate
- LTRM - Long Term Removable Mounts

PIVOT is a worldwide provider of EFB-related products, which are anchored by the patented and iconic universal PIVOT mounting plate. EFB devices housed in protective PIVOT cases connect directly to the PIVOT mounts. Featuring unequaled pilot EFB functionality while also retaining full corporate IT flexibility, PIVOT is deployed to over 100 airlines including Delta, United, Southwest, Cathay Pacific, Singapore and ANA. PIVOT revolutionized the process of EFB deployments and effectively removed the need for cradles driven by changing form factors, saving customers millions in equipment, labor, and deployment time.

PIVOT mounting solutions include a unique, new class of mounts referred to as LTRM's or Long Term Removable Mounts. LTRM solutions provide the integrated style, security and function of an installed mount at a fraction of the cost with virtually instantaneous deployment.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## The SA Group

**W:** [www.scanav.com](http://www.scanav.com)  
**T:** +45 7950 8000  
**E:** [sa@scanav.com](mailto:sa@scanav.com)

Locations: Denmark, Sweden, Norway, Czech Republic, Greece, Bahrain, CIS, India and Malaysia

### NAME OF PRODUCT MARKETED

- Scandinavian Avionics' Tablet Based EFB Solution

### KEY BUSINESS/SOFTWARE AREAS

- Electronic Flight Bag Solutions
- Avionics Certification
- Avionics Installation
- Avionics Maintenance, Repair & Overhaul
- Avionics Training

Scandinavian Avionics offers a state-of-the-art, future-proof, tablet based Class 2 EFB solution, which provides the functionality to meet today's operational requirements of airlines and aircraft operators and in addition is simple to upgrade in the future to meet coming requirements.

The concept consists of two ruggedized 10.1" Panasonic tablets installed in the cockpit combined with a data integration center and a communication unit installed in the avionics compartment. The data integration center is used for power, aircraft interface and server capability and the communication unit enables and controls the data communication between the EFB system and the airline's ground infrastructure.

The SA Group provides complete turn-key avionics solutions for civil and military aircraft.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Safety Line

**W:** [www.safety-line.fr](http://www.safety-line.fr)  
**T:** +33 (0)1.55.43.75.71  
**E:** [contact@safety-line.fr](mailto:contact@safety-line.fr)

Location: Paris, France

### NAME OF PRODUCT MARKETED

- SafetyCube, OptiClimb,
- FlightScanner, AirsideWatch

### KEY BUSINESS/SOFTWARE AREAS

- Safety Management System (SMS)
- Fuel Efficiency
- Fuel Management Systems
- Flight Data Monitoring (FDM)
- Ground Operations

Safety Line is an innovative digital technology company, specialized in data management software solutions for aviation. With a team of highly experienced Aviation Industry and Safety experts (including former BEA investigators), Data Scientists and IT specialist, Safety Line is in a position to propose an extensive range of products able to match the world's issues challenges in air transport.

OptiClimb is based on Machine Learning combined with Optimization and aims at reducing the fuel consumption through the use of flight data. After 2 years of R&D, it was applied to a fleet of Boeing 737 at Transavia France and demonstrated that 10% of the fuel used during climb ended up in \$40 savings per flight. Yearly, it means that for one aircraft the savings can reach \$80'000. With 25 aircraft in its fleet, Transavia can save \$ 2 M per year. It is a very promising offer for any airline.

SafetyCube is an integrated risk and compliance management software that provides airlines with a ready-to-use solution for new IR-OPS requirements. FlightScanner allows you to automatically identify the factors which explain hazardous situations based on all flights data. AirsideWatch determines the runway condition without interfering with operations at a time when airport safety and capacity issues have become increasingly complex to manage.

[CLICK HERE](#) for Product Details  
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## SITA FOR AIRCRAFT

**W:** [www.sita.aero/aircraft](http://www.sita.aero/aircraft)  
**E:** [media.relations\\_aircraft@sitaaero](mailto:media.relations_aircraft@sitaaero)

Location: Switzerland. Regional Offices in: USA, UAE, UK, Canada, France, Brazil and Singapore.

### NAME OF PRODUCT MARKETED

- AIRCOM applications and services, Datalink, EFB solutions, CrewTab
- eWAS Pilot
- OptiClimb
- OptiDirect
- Opti Level
- OptiSpeed
- Mission Control

### KEY BUSINESS/SOFTWARE AREAS

- AIRCOM applications: FlightTracker, FlightMessenger
- Cockpit Applications and Services
- AIRCOM ACARS Services
- AIRCOM Datalink Applications
- AIRCOM Information Services

SITA For Aircraft represents the aircraft arm of SITA. SITA is the IT provider for the air transport industry, delivering solutions for airlines, airports, aircraft and governments. Today, SITA drives operational efficiencies at more than 1,000 airports. SITA's technology provides solutions that help more than 40 governments strike the balance of secure borders and seamless travel, while delivering the promise of the connected aircraft to more than 400 airlines on 17,000 aircraft globally.

SITA is powering a digital shift to make air travel more connected, seamless, efficient, safe and sustainable. Its communications network connects every corner of the globe and handles vast volumes of data every second.

SITA is 100% owned by the air transport industry, with a presence in 200 countries and territories and a customer service team of more than 2,000 people around the world.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo





## Simplify

**W:** [www.simplify.aero](http://www.simplify.aero)  
**T:** +1 303 800 6506  
**E:** [hello@simplify.aero](mailto:hello@simplify.aero)

Location: Fully remote, global operation

### NAME OF PRODUCT MARKETED

- EFB Omni™ Solution

### KEY BUSINESS/SOFTWARE AREAS

- EFB setup and management
- Flight Ops Engineering support
- Aircraft Performance studies
- Escape Routes design
- Airport Briefs

Simplify was born from the eagerness to help startup airlines and small operators to implement and manage EFB in a simple and cost-efficient way.

The EFB Omni™ is the all-in-one solution designed with that in mind: Simplify streamlines Flight Operations processes by implementing EFBs in the client's fleet and managing them on the client's behalf thereupon, including all IT and Flight Operations Engineering related activities: Aircraft Performance, Weight & Balance, Flight Operations documentation and other EFB-related tasks.

An airline's daily operations become EFB-driven with confidence as the Simplify team of engineers takes care of all back-office tasks needed to assure that the airline's pilots have access to up-to-date data for a safe and compliant operation.

All that backed by a strong know-how of the aviation industry for a total hassle free setup and, the best of all, without hurting your pocket.

Simplify says: You fly. We take care of the rest.

Ready to get on-board or need more info? Contact Simplify for a dedicated webinar.

Also check also their website for other specialized services such as Escape Routes and Airport Briefs.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Smart4Aviation

**W:** [www.smart4aviation.aero](http://www.smart4aviation.aero)  
**T:** +31 20 654 1824  
**E:** [info@smart4aviation.aero](mailto:info@smart4aviation.aero)

Location: Netherlands, Poland, Canada, USA

### NAME OF PRODUCT MARKETED

- Smart LOAD, Smart COMM, Smart BRIEF
- Smart VIEW+, Smart OPERATIONS MANAGER

### KEY BUSINESS/SOFTWARE AREAS

- Weight and Balance
- Communication and Alerting
- Pilot and Cabin Crew Briefing
- Flight Planning and Tracking
- Fleet Management

Smart4Aviation is one of the fastest growing companies in aviation operations, founded to provide web and mobile based products and services designed to optimize, simplify and improve airline operations. Our company is committed to delivery of the highest quality, most innovative and cost-effective, state-of-the-art solutions to support all of your current and future operational business needs. Our products effectively manage all operational business units, such as Operations Control Management, Load Planning and Weight & Balance, Communications (all Operational and Corporate branches), Flight Planning, NOTAM Management, Flight Dispatch, Flight and Cabin Crew Briefing, Weather, Flight Tracking and Aircraft Performance.

Our web based and mobile solutions with an exceptional support are recognized within the industry as being some of the most dependable and innovative in the market. All of our current customers such as among others Air Canada, Delta Air Lines, Qantas, Emirates, Air France, easyJet, Alaska Airlines, Iberia and Cebu Pacific have all benefited from implementing Smart4Aviation solutions.

Smart4Aviation's web and mobile-based solutions have been acknowledged as the "Smart Choice" within the industry by a number of international and domestic air carriers.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## StorkJet

**W:** [www.storkjet.com](http://www.storkjet.com)  
**T:** +48 600 800 528  
**E:** [info@storkjet.com](mailto:info@storkjet.com)

Location: Poland

### NAME OF PRODUCT MARKETED

- fuelPro
- advancedAPM

### KEY BUSINESS/SOFTWARE AREAS

- Fuel efficiency
- Aircraft performance monitoring
- Diagnosis of performance problems
- Aircraft/engine benchmarking

**Aircraft Performance & Fuel Efficiency — Our Passion, Your Savings:** We analyze airlines' flight data to provide the most precise aircraft performance and optimize fuel consumption.

**fuelPro** is a fuel efficiency platform powered by AI to help airlines optimize flight operations and build up a positive fuel efficiency ecosystem. Airlines we work with save on 44 fuel initiatives and engage pilots to be more eco-friendly by sharing feedback and best practices with them.

**advancedAPM** provides tail-specific performance factors for accurate fuel planning. The process is fully automatic and works for all aircraft types.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## TrustFlight

**W:** [www.trustflight.io](http://www.trustflight.io)  
**T:** 44 (0) 330 229 0219  
**E:** [info@trustflight.io](mailto:info@trustflight.io)

Location: Leamington Spa, UK; Edinburgh, UK; Luton, UK; St Helier, Jersey

### NAME OF PRODUCT MARKETED

- Tech Log, Task Cards
- Digital Logbook
- CAMO (service)
- Aircraft Registry (service)

### KEY BUSINESS/SOFTWARE AREAS

- Aircraft log books
- Aircraft maintenance task cards
- Digital and paperless working
- CAMO support
- Aircraft Registry support

From inception, TrustFlight has been ingrained in the aviation industry. Founded by two commercial pilots with a proven track record at the intersection of technology and business, the business has grown considerably and with stability, having recently celebrated the opening of a fourth office.

Throughout, TrustFlight gained an incredible team with backgrounds spanning different areas of aviation and technology, ensuring a solid presence in the industry. Now offering a range of products and services within the sector, TrustFlight helps to remove costly paperwork and associated errors, preserve aircraft value, and increase efficiency and safety in aircraft operations.

Five values shape TrustFlight's culture, guide the business's work and the way it grows. **Integrity** Transparent and open: offering trust to partners and assuming it from them. **Responsibility** Owning the work they do and taking responsibility for it: striving to make it the best possible. **Leadership** Leading from within: providing support for the team to do incredible work and drive the industry forwards. **Innovation** Products are crafted for the future needs of the industry, going beyond what exists in the market. **Excellence** Every one of TrustFlight's values contributes towards the excellence in their products.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Ultramain

**W:** [www.ultramain.com](http://www.ultramain.com)  
**T:** +1.505.828.9000  
**E:** [sales@ultramain.com](mailto:sales@ultramain.com)

Location: Albuquerque, New Mexico, USA

### NAME OF PRODUCT MARKETED

- **ULTRAMAIN® v9™ M&E / MRO**
- **ULTRAMAIN Mobile Mechanic™**
- **ULTRAMAIN Mobile Inventory™**
- **ULTRAMAIN ELB™**
- **ULTRAMAIN M&E / MRO:** 31 modules including: Configuration Management; Line/Base Mx Planning; Line/ Base Mx Scheduling; GATe; Quality Assurance; Asset Management

### KEY BUSINESS/SOFTWARE AREAS

- **Maintenance & Engineering**
- **MRO**
- **Military Maintenance**
- **Maintenance Planning & Scheduling**
- **Paperless Customer Care on Mobile Devices**
- **Electronic Technical Logbook**

Ultramain Systems, Inc. develops M&E / MRO and ELB software for the aviation industry and is the only aviation software provider with customers running full, end-to-end paperless operations from the cockpit to the ground.

ULTRAMAIN v9, featuring Mobile Mechanic and Mobile Inventory enables real-time paperless data collection for the full maintenance and inventory process. Combine ULTRAMAIN v9 with ULTRAMAIN ELB, the easy-to-use electronic logbook, and the entire maintenance process becomes paperless. Contact us to learn what you need to equip your organization with customer mobile devices and see why elite aviation customers around the world are choosing ULTRAMAIN to reduce costs and increase aircraft up time.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Viasat

**W:** [www.viasat.com/airlines](http://www.viasat.com/airlines)  
**T:** +353 1611 4625  
**E:** [hello.ireland@viasat.com](mailto:hello.ireland@viasat.com)

Location: Ireland, USA, India, Australia, Switzerland, UK, China

### NAME OF PRODUCT MARKETED

- **AeroDocs Airline Document Management System**
- **Viasat Wireless IFE**
- **Viasat In-flight Internet**
- **Viasat EFB**
- **Viasat Connected Aircraft Platform**

Multiple modules available, deployed to meet airline's specific needs.

### KEY BUSINESS/SOFTWARE AREAS

- **Connected Aircraft Platform**
- **AeroDocs Document Management System**
- **Modular EFB**
- **Wireless IFE**
- **In-flight Internet/Connectivity**

A connected aircraft platform with document control, pilot EFB, wireless IFE, and in-flight internet products and services plus a software platform and mobile apps for aircraft and flight-related data; the right information to pilots, flight ops and passengers. AeroDocs document management is easy-to-use in operations of all sizes, globally. It is enterprise-grade, scalable and the only end-to-end system managing the entire document lifecycle while supporting compliance.

AeroDocs is modular, with complete control over editing, distribution and viewing of documents on the ground and in the cockpit. Document control for Flight ops and EFB admins. Customised reporting supports safety and compliance managers, while controlling risk. AeroDocs is designed to transform your airline's approach to document management, and support strategic business goals.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo



## Vistair Systems

**W:** [www.vistair.com](http://www.vistair.com)  
**T:** 01454 550663  
**E:** [info@vistair.com](mailto:info@vistair.com)

Location: United Kingdom and USA

### NAME OF PRODUCT MARKETED

- **DocuNet**
- **SafetyNet**

### KEY BUSINESS/SOFTWARE AREAS

- **Aviation Document Management (All format types inc. PDF, XML, S1000D, I Spec 2200)**
- **Electronic Flight Bag (EFB)**
- **Document Management and Distribution Platform**
- **Maintenance & Engineering**
- **Flight Operations**
- **Compliance Tracking**
- **Form Creation and Management**
- **Aviation Safety Management Software**

Vistair provides document, safety, and quality management technology solutions to support the delivery of improved safety, compliance, and operational efficiency that results in significant commercial savings to aviation organizations. Combining technology, development expertise and service delivery, Vistair's suite of aviation technology solutions provides both commercial airlines, aerospace and defense organizations with an approach that helps demonstrate a clear link between increased reporting and a change in procedures and behaviors, which fundamentally drives a safer organization.

**Document Management:** DocuNet is the aviation industry's leading end-to end document management solution, providing a coherent, single point of control for editing, publishing, distributing, and viewing all operational documentation. It provides the flexibility to access documents via the web and mobile devices and can also manage documents in all formats.

[CLICK HERE](#) for Product Details  
[CLICK HERE](#) to Request Private Demo

# AIRCRAFT IT Operations



## Webinars eJournals Software Conferences News Advisory Unit

**Want to be involved?**

**Simply email**

**[scott.leslie@aircraftIT.com](mailto:scott.leslie@aircraftIT.com)**

**for more information**

**[www.aircraftIT.com](http://www.aircraftIT.com)**

# AIRCRAFT IT Operations



**Webinars  
eJournals  
Software  
Conferences  
News  
Advisory Unit**

**Want to be involved?**

**Simply email**

**info@aircraftIT.com  
for more information**

**www.aircraftIT.com**



## Weathernews

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**T:** 00 45 392 78720  
**E:** skysales\_eu@wni.com

Location: Tokyo, Oklahoma, Copenhagen, London Moscow, New York, Paris, Athens, Sao Paulo, New Delhi, Kathmandu, Yangon, Bangkok, Singapore, Jakarta, Hanoi, Hong Kong, Manila, Taipei, Shanghai, Seoul

### NAME OF PRODUCT MARKETED

- Go or No-Go Decision Support
- Personal weather briefings
- En-Route Weather Forecast
- Foster Flight Watch
- Foster EFB
- Flight Operations Control Support
- Airspace Critical Operations Support

### KEY BUSINESS/SOFTWARE AREAS

- Airlines weather support
- Daily weather forecast
- Weather IT solutions

Weathernews Inc. is a private weather company operating worldwide within 44 different industries, collecting weather data from various sources as well as using their own proprietary infrastructure. They use their proprietary infrastructure to provide support where there is no or scarce weather information.

Weathernews supports flight dispatchers, operations members and pilots with a wide range of services during all phases of the flight, from planning, en-route and landing. The business serves customers in Star Alliance, SkyTeam, oneworld and Value Alliance, with support for more than 350 airports. Weathernews' risk communicators are available to assist users in any weather-related needs.

Weathernews has more than 30 years experience supporting and servicing airlines, and strives to learn each airline's weather-related needs and challenges to fully support and ensure safety, efficiency and contribute to sustainability.

Weathernews' services are easily accessible through web links, and were developed with the focus of user friendliness and clear user interface.

**CLICK HERE** for Product Details  
**CLICK HERE** to Request Private Demo



## Web Manuals International

**W:** www.webmanuals.aero  
**T:** +46 (0)40 694 10 40  
**E:** info@webmanuals.aero

Location: Sweden, USA

### NAME OF PRODUCT MARKETED

- Web Manuals

### KEY BUSINESS/SOFTWARE AREAS

- Monitoring
- Authoring
- Editing
- Publishing
- Distribution

Web Manuals International AB has developed knowledge-management solutions for the aviation industry since 2008, with the headquarters in Malmö, Sweden and an office in San Diego, California. Web Manuals is a tool for digitizing manuals to simplify authoring and distribution of company manuals for the aviation industry.

Web Manuals is available as a Software-as-a-Service subscription, with minimal training and configuration required to get started. The service includes support, hosting, availability monitoring, maintenance, and at least two system upgrades per year.

We set the standard for digitizing manuals for the aviation industry by providing an easy-to-use solution enabling end-to-end control, compliance, agility and cost-efficiency.

In short, our clients save time and money in editing, publishing and distributing their operational manuals while being able to publish new revisions as often as needed and gain a full control of their documentation and communication systems.

The Web Manuals Compliance Libraries enable compliance automation by allowing controlled real-time compliance monitoring of company procedures linked to Implementing Rules and Acceptable Means of Compliance in the EASA and FAA regulations, as well as a number of aviation standards such as IOSA, IS-BAO and ARGUS.

**CLICK HERE** for Product Details  
**CLICK HERE** to Request Private Demo



## Yonder

**W:** www.yonder.info  
**T:** +41 43 215 27 94  
**E:** contact@yonder.info

Location: Zurich, Switzerland

### NAME OF PRODUCT MARKETED

- Yonder Mind

### KEY BUSINESS/SOFTWARE AREAS

- Content Management System
- Workflow-based Content Distribution
- Compliance Tracking
- Content-based Learning

Stay in control of your content and bring reliable, role-specific information to frontline employees — with one fully customizable content management solution. Yonder Mind is an easy-to-use content management solution designed specifically for controlled information like operation manuals, guidelines, rules, or regulations. Our unique approach allows users to work with dynamic content instead of static documents. Dynamic content will display the right information at the right time, depending on the user profile and on the context of use. A powerful search function further improves end-user satisfaction.

Yonder Mind brings operational documentation and manufacturer manuals together in one solution. Pilots work with the easy to use YM Offline App and enjoy role-specific revision updates instead of having to go through hundreds of revised pages. Editors create and enhance content in the YM Editor while revisions become manageable again thanks to the fully integrated YM Workflow. Company guides (e.g. Winter Ops Guide) can be created without having to worry about duplicates anymore since information is only contained once in Yonder Mind. And never miss a change in regulation again thanks to our IQSMS Connector.

We have over 15 years of experience with electronic documentation in aviation that we can leverage to our customers' benefit. Our team has a diverse background ranging from a former EFB administrator for a large international airline to a long-haul captain knowing, from his own experience, what crews need.

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# **BOUNDLESS BACK ISSUES**

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