



iflight

Operations Redefined

with **iFlight** - The next generation single digital airline operations platform



For enhanced operations, airlines need smart technologies that seek optimal balance between operational reliability, cost efficiency & crew satisfaction

Airlines today operate in a highly dynamic, complex environment and are influenced by multiple external factors that impact their business – both on ground and in the air. Flight disruptions and irregular operations can have a significant impact on airlines, crew, and passengers, and carriers cannot afford to mismanage these occurrences.

While there are many factors that contribute towards effective management of airline operations disruption and recovery, the agility to restore normal services swiftly and cost-efficiently is critical. Centralising the operational tools and data is one of the key first steps to be able to enhance operational efficiencies as well as minimise the impact of disruptions to customers, crew and the airline.

*With the airline industry entering into a new phase of consolidation and disruption management, **data integration** will hold the key for decision making, to predict and prevent disruptions that affect aircraft rotations, passengers and crew costing airlines billions of dollars every year.*



The iFlight Platform

The next generation digital platform for airlines

iFlight has been designed for airlines, alliances and airline groups for managing fleet, hub, crew operations end-to-end, optimizing resources, employing emerging technologies and supporting innovation.

Designed for a Software-as-a-Service (SaaS) deployment, iFlight's scalable and robust architecture and seamless integration capabilities, make it the ideal product to future-proof airline technology investments and give airlines the advantages of scale and flexibility of cost.

The functional capability of the system has been developed through the experience of helping airlines deliver operational excellence in aircraft and crew management. The platform has been designed and built on proven operational experience, and under the guidance of a group of airlines setup by IBS called the 'Core Group of Influence (CGI)' comprising leading airlines.

Improved Operational Efficiency	Rapid Scalability	Increased Aircraft & Crew Utilization	Increased Crew Satisfaction	Return on Investment
<p>Enhanced proactive situational awareness and collaborative decision-making tools, supported by improved disruption handling allow better coordination and increased efficiency</p>	<p>A differentiated, fully web-enabled digital platform designed for scalability, and equipped with easy to configure rules also providing high degree of flexibility</p>	<p>The best solution to drive higher aircraft, pilot and crew utilization, through proactive alerts, operational dashboard widgets, reduced delays and disruptions</p>	<p>Portal and mobility solutions with push notifications, geo fenced check in, leave bidding, duty swaps with best in class usability features</p>	<p>Enjoy the benefits of a truly integrated web-enabled platform that provides for a leaner IT landscape and reduces cost of distribution</p>

The iFlight platform has been successfully implemented at several major global airlines, including Aer Lingus, British Airways, Cathay Pacific, Emirates, Jet Airways, KLM, Malaysian Airlines, Oman Air, and Virgin Atlantic, amongst others.

Integrated Operations Benefits

iFlight is designed as a single digital platform for Airline Fleet and Crew Management with integrated features that provide superior benefits, such as:

- Situational Awareness real-time and proactive monitoring concept showing both aircraft and crew information that reduces the response time to operational problems
- An enhanced proactive aircraft and crew alerting mechanism that reduces unplanned diversions and delays and improves resource utilization
- Integrated Disruption Management through user oriented aircraft and crew disruption handling tools that reduces delay and, passenger compensation and cancellation costs
- A comprehensive cost and KPI monitor that helps to evaluate the full financial impact of operational decisions and reduces operational cost overruns
- A new hub management module that proactively manages overruns in turnaround activities
- Always-on access to information and self service functions for crew and outstation staff via mobile, that improves productivity, morale and reduces crew and aircraft costs



Improve speed of operations and resource utilization

- One truth
- Dedicated crew portals
- Collaborative Decision Making (CDM)
- Support for airline & airline groups
- Tools to improve efficiency & UX



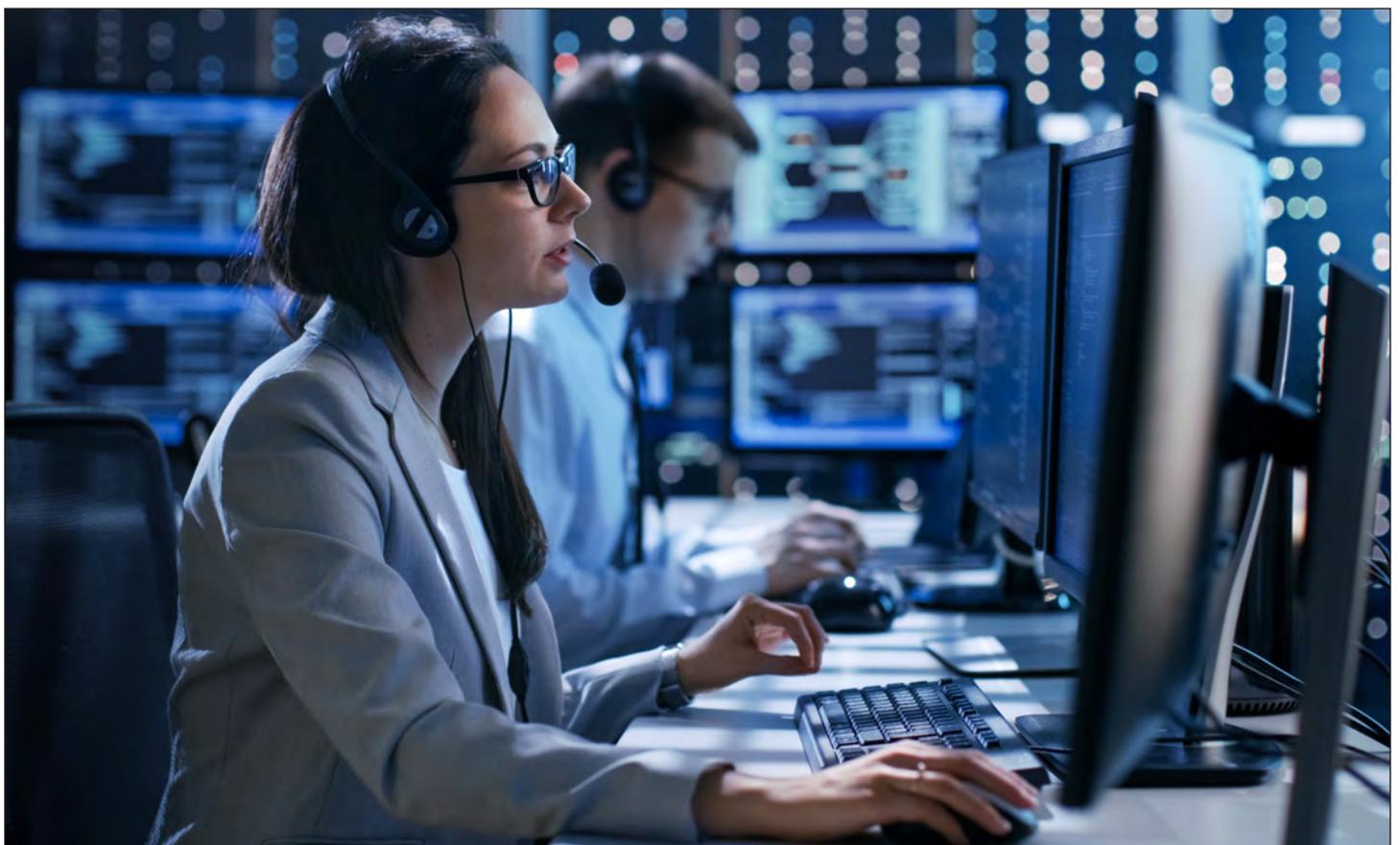
Reduce response times and improve efficiency

- Improved situational awareness
- Tools to simplify decision making
- Integrated & collaborative work environment
- Optimizers and solvers



Improve crew satisfaction and morale

- Enhanced crew web portal
- Reminders and alerts
- Mobile device integration
- Tools to simplify bidding and swapping



Platform for Innovation

Transform businesses with enhanced system capabilities

iFlight's enhanced design will allow airlines to optimise and automate business processes across the operation. Capabilities such as providing comprehensive situational awareness through function centric dashboards and tailored information displays will enable airlines with options to transform working practices and improve efficiency and effectiveness.

- Allows for **faster decision making** by proactively notifying all key stakeholders of potential problems with built in rule authoring capability of the alerting module
- Ensures all management and outstation staff are **sharing the same information** wherever they are, with easy to deploy functionality on multiple devices including tablets and smartphones
- **Increase user satisfaction** with faster information retrieval for operational users through dynamic filters and a single page information display philosophy
- **Highly configurable data access rules** allow for new roles to be developed to potentially optimise organisational structures. Also enjoy the flexibility to include subsidiary airline data to exploit operational synergies across the group

iFlight Key Features

- 👍 Enhanced management by exception with a comprehensive situational awareness window concept
- 👍 Intuitive solvers and workflow support for collaborative decision making
- 👍 Airline self-administration of business and crew rules
- 👍 Unique integrated "Disruption Management Concept" with templates and wizards
- 👍 Tail assignment optimizer considering aircraft performance index to achieve substantial cost savings
- 👍 Heightened information access and collaborative environments



Next-generation Architecture

Future proof your technology investment

The iFlight architecture has been built on the solid foundation of a combination of Service Oriented Architecture (SOA) and Event Driven Architecture (EDA) principles. Ensuring scalability that enables customers to accommodate organic and in-organic growth of business volumes, and flexibility to accommodate dynamic changes in business, iFlight is designed to provide a rich user experience whilst minimizing the cost of ownership and operation.

The use of open standards and industry best practice design concepts helps to accommodate anticipated advancements in hardware and software over the course of the product lifecycle.

The complexity of airline business process and operations has led to creation of complicated legacy software landscape. iFlight's platform approach and the capability to build additional modules can be used for removing other satellite systems, reducing IT costs and streamlining business processes.



iFlight's next-generation cloud-based architecture enables airlines to simplify their technical landscape and reduce their IT cost

Unlock Business Value

with iFlight's unique 'Value diagnostic' framework

With IBS' unique Value Diagnostic framework, airlines can understand and quantify the ROI which can be realized from digitizing their operations with the iFlight platform.

Our unique Value Diagnostic provides airlines with the tools, processes, and more importantly relevant data points to calculate the benefits across business processes and functions, IT/System landscape, operational efficiency, productivity, crew satisfaction, etc. It also helps airlines to gauge and measure the non-quantifiable benefits including the impact on airline's brand value. With our collaborative diagnostic tools, you can:

- Define the best approach to deployment, to suit specific airline situation
- Size the time and effort investment required from both airline and IBS for execution of project

Key Business Drivers Reviewed



- Fuel Savings through optimised tail assignment
- Reduction in Maintenance Cost & Delays
- Improvement in Payload Opportunity
- Minimizing Impact of Disruptions & Incidents



- Improving Crew Utilization
- Minimizing Unplanned Crew Costs
- Reduction in Crew Triggered Disruptions
- Improvement in Staff Productivity



IBS is a 3,000+ employee, multi-national, vertical SaaS software company, providing new-gen solutions that manage mission critical operations of some of the best airlines, busiest airports, leading cruise lines, top oil & gas companies and renowned travel distributors & hotel groups in the world. IBS also offers consulting and domain-led software services in these business verticals. IBS is a Blackstone invested company and operates from 10 offices across the world serving 170+ customers. To the aviation industry, IBS offers IT systems for Passenger Services (including Loyalty and Staff Travel), Cargo Operations, Flight and Crew Operations, Airport Operations and Aircraft Maintenance Engineering, making it the enterprise that offers the widest range of technology products to the aviation industry.

