



ibsoftware

Efficiency powered by the Next-Gen Solution

iflight
CREW

iFlight Crew

Creating the most effective trips, identifying the right crew for the trip and managing the changes during day of operations are the critical activities of the crew scheduling and management department of any airline. Airlines need to reduce the cost and impact due to the inevitable disruptions while ensuring the legality and safety measures taken care. At the same time, airlines also require to improve the crew lifestyle assigning the best possible duties with less disruptions further which in turn increase their productivity and improve passenger service.

iFlight Suite is a next generation web-based solution built on these requirements, for airlines and airline groups for managing fleet and crew operations end-to-end, optimizing

resources, employing emerging technologies and supporting changing business models.

iFlight Crew is part of this suite and enables the crew management team achieve these goals by highlighting the impact of disruption, helping them find quick and cost-effective solutions, and communicating them automatically to other stakeholders within the business.

iFlight crew will help the crew management team achieve airline goals by highlighting the impact of disruption

The Main modules of iFlight Crew are:

Manpower Management

- Intuitive and responsive solution that accurately calculates an airline's forward crew requirements. Plans allow for a number of different scenarios to be understood and analysed giving the best view of the crew required for the forward operation of the carrier. Users can look at what a new aircraft type would require or how efficient standby crew have been and revise daily level.

Crew Records

- Allows managing crew details like crew employments, personal and job profile, preferences and restrictions, crew groups, records like passports etc. Two-way interfaces to external data management / HR systems also available.
- Calculates crew seniority based on configured criteria, recalculate seniority on changes.

Qualifications

- Tracks crew qualifications and expiries for uninterrupted crew operations. Automatic projection / extension of qualifications on assigning or actualisation of renewal and requalification trainings on the roster. Alerts and reminders for approaching expiries.

Statistics & Allowance

- Capture and maintains operational stats of crew with flexibility to view daily, weekly, monthly or yearly stats for any combination of operational attributes.
- Maintains crew operational instances and recency like take offs and landings on actualisation of operations or on planned instances, tracks and alerts expiries.
- Capture crew voyage records and cabin crew logs. Update crew recency and operational statistics. Update actual flight details and timings.
- Allows allowances, their calculation logic, payment mode, currency and target crew to be configured. Calculate, finalise and send payment details to crew based on roster operations. Calculate and pay adjustments when roster, rate, exchange rate has changed in the past. Allow manual adjustments and sending.

Training

- Allows creation of training courses and schedules. Allocates training to crew. Auto-projects qualifications. Allow entering training results and receiving it from external systems. Allow crew to view trainings and results. View reports on training progress and schedule.

Bidding

- Crew can place Off day, Duty, Standby and Leave Bids through Portal and Mobile. System can prioritise the bids based on configured criteria and allocate to crew. Results and reasons will be notified to crew and planners through Emails, SMS, Portals or Mobile apps.

Swap

- Duties, Off, Standby and Leave on Crew rosters can be auto-swapped without admin intervention through Crew Portal and Mobile, anywhere and anytime. If crew permits, the system even finds matches and swaps.

Pairing Management

- Pairing Optimisation tool interprets the commercial schedule and construct the most efficient pairings whilst taking into account all legal, industrial configured rules and crew costs. The optimiser supports both long and short haul, single and multi-base operations. The pairings thus constructed improves crew productivity and increases cost savings.
- Modify or Create pairings individually or in bulk. Propagate pairing changes to crew rosters automatically. Maintain pairing rules that are checked and alerted in real time.

Roster Management

- The integrated Rostering Optimisation tool ensures that all services are planned with legal crew and that the airline is making best use of all available crew. It provides fair distribution of the available work based on user configurable criteria across multiple crew groups, considering international pairings and parameters like number of landings in a month.
- Capable of handling crew leasing, freelance, other company operations, crew sharing between airlines, crew pool maintained at airline group level.
- *When the pairing and rostering optimisers are used in conjunction with the tracking module, a common set of rules will be used between them.

Crew Tracking

- Real time integration with flight operations system. Automatically manage flight changes like timing changes, equipment changes, cancellations, delays, diversions, ground and flight returns. Recalculate pairing details and check rules and alert violations in real time. Audit flight changes and impacts. Manage crew complement changes on flights and load dependent crewing. Maintain configurable legal rules which are checked in real time and alerted.
- Crew view important real time notifications like roster changes, qualification expiry, important messages, duty alerts, leave and swap request results.
- Send generic crew lists and crew lists on flights like MCLs, APIS, APP, AQQ, GD, Crew Manifests. Contents, regions, triggers, format, mode of transfer and recipients can be configured by the user. A new message of similar format can be easily configured by the airline.
- Ensure crew availability during incidents like crew sickness, no shows, late check-ins, incapability to

continue operation due to legal violations and large scale disruptions like crew strikes and airport / flight disruptions. Tools like best crew, best duty and best next sector assist the user in filling open duties with the right crew for the job.

Crew Communication & Self-Service

- Communicate with crew through Portal, Mobile apps, Tablets, SMS, Email, IVR
- Crew view important real time notifications like roster changes, qualification expiry, important messages, duty alerts, leave and swap request results.
- Crew view latest version of the roster, duty and flight details, logistics and allowances
- Crew swap duties without user intervention : Duty, Leave or Standby swaps
- Open Duty Requests and Flight requests
- Off day Requests
- Leave Requests
- View Trainings and Training results
- Maintain Crew Profile
- Off line and On line mode of portal
- Integration of roster and duty alerts with Device calendar

Leave Management

- Manages planned and unplanned leave. Allows defining leave periods, policies, entitlements, slot limits, crew bid rules and leave request prioritisation criteria. Allows

manual and automatic bulk allocation of leave to crew. Test allocation results before publishing. Allow crew to apply for leave and modify, cancel, or swap them.

- Manages fixed off days associated with contract working patterns. Allows allocation of block / weekend offs based on crew requests, fair share or configured prioritisation criteria like seniority.

Standby

- Allows defining standby or reserve blocks. Allows configuring standby month rules and allocating standby months to crew. Manages crew callout from standby at base and away from base.

Logistics

- Manages Hotels, Transport, Deadhead Reservations and Meals
- Identifies and reserves hotels at layover stations, manage changes, tracks hotel costs and occupancy, allows manual sending and manages changes.
- Calculate meal requirements on flights based on meal time bands and crew preferences.
- Manage crew transport reservations by calculating requirements, pick and drop timings and communicating with transport companies.
- Manage crew deadhead reservations by identifying crew and sending reservation requirements to internal or external reservation system.

Value proposition

iFlight Crew, through a “manage by exception” approach and by maximizing situational awareness helps the airline keep the flight operation on track while ensuring the legal and safety compliance by highlighting problems early, and providing tools to quickly find, discuss and implement minimum-impact disruption recovery solutions.

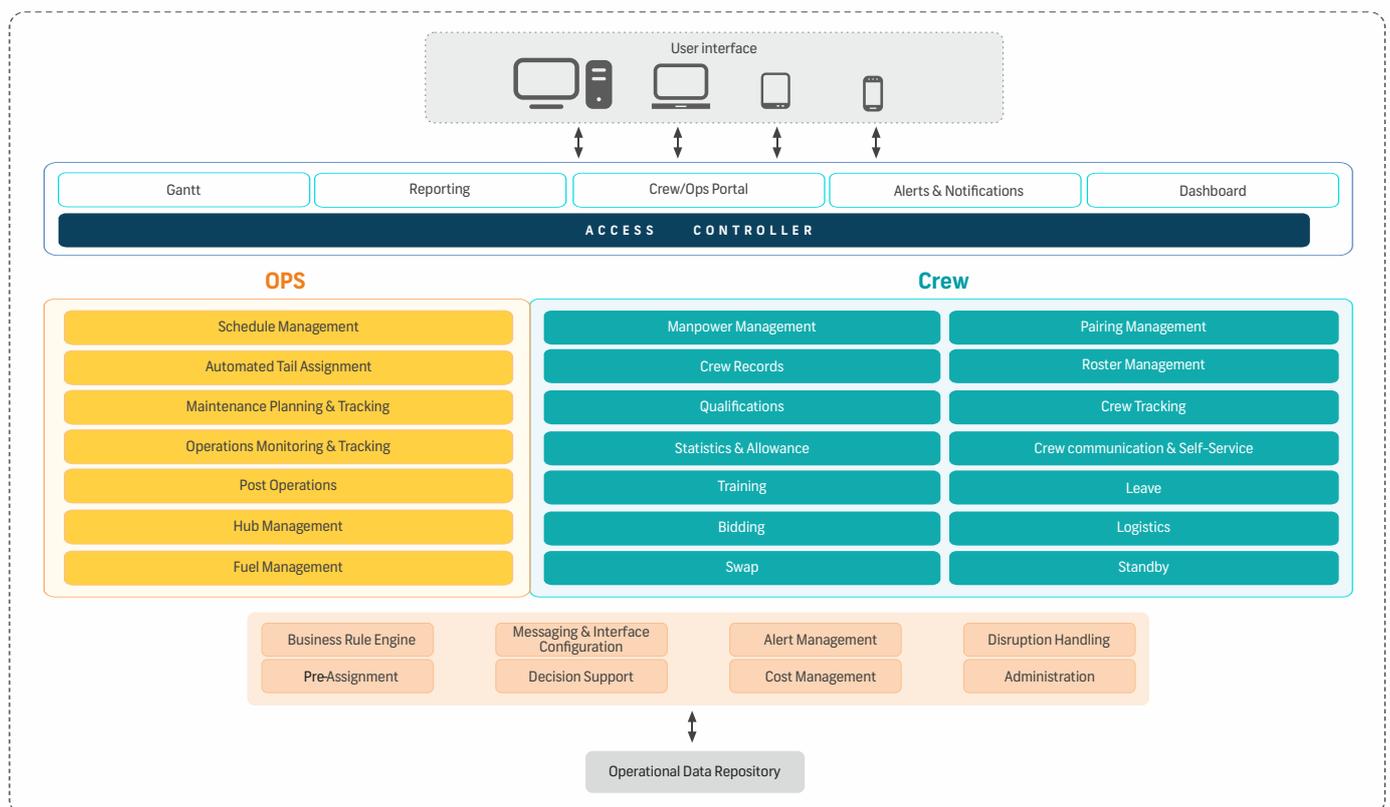
- Ensure strict adherence of the airline, authority and union rules through the centralized rule engine
- Reduce the delay or cancellations due to crew unavailability through proactive situational awareness and alerting
- Through intuitive tools, airlines can minimize the disruption impact and improve crew productivity
- Scalable with airline growth and supports multiple airline business models
- Reduced user training requirements through intuitive user interface
- Selected by major airlines around the world as a best-of-breed operations control and aircraft scheduling solution
- Industry proven functionalities, community based development approach to provide the industry best practices

Key Differentiators:

iFlight Crew provides the airlines with a variety of unique features such as:

- Situational Awareness Dashboard – A dynamic and flexible dashboard with consolidated view of operational health in real-time.
- Advanced KPI reporting and data analytics to allow operators to make better informed decisions and enhance business processes.
- Scenario planning – Allows a multi-user what-if planning environment where users can resolve operational issues in shared local worlds. There will be better management of conflicts with the real world.
- Alert & Notification Browser – Highly Configurable Notification Controller which allows users to specify notification contents, method and timing of notification and users to notify. Notifications and reminders will be displayed in real time or at scheduled periods to the users.
- Intuitive User Interface – Decade long experience in operational information retrieval has given rise to this Next Gen UI focusing on information organisation and seamless retrieval.
- Rule Engine – State of art rule engine capable of evaluating complex business rules with added ability to author new rules.
- Proactive Disruption Management – A completely new approach and philosophy to disruption handling, ensuring that major disruptions are resolved in a cost effective and consistent manner.
- Focus on Crew Satisfaction – Numerous crew self-service features minimising user's manual intervention and maximising informed decision making by crew
- Ease of Use and Accessibility – Browser based application accessible across a range of devices
- Automated processes – Advanced Messaging features including data centric message processors and event based message generators.

iFlight Suite Functional Architecture



ibssoftware

Transformational IT Solutions for Travel, Transportation and Logistics

© 2020 IBS Software | For more information: sales-support@ibsplc.com