ibssoftware

Redefining Crew Management

With iFlight Crew – the next generation digital, cloud-ready platform for optimizing crew operations end-to-end while ensuring Crew Satisfaction

iflight CREW

At IBS Software, we understand that a Crew Management System is more than just an operational tool. It needs to provide the platform and foundation for operational teams, crew, and various stakeholders achieve the right balance of crew productivity, crew utilization, crew satisfaction, operational efficiency, and costs (both direct and indirect).

iFlight Crew

IBS' iFlight Crew is the digital, next generation platform for crew management that helps airlines to achieve these goals by making it fast and easy to find cost-effective solutions to daily problems, understand and mitigate the impact of disruptions, and automate processes of communication and collaboration with all stakeholders.

IBS' iFlight Crew - our next generation digital platform, has been designed for airlines, alliances, and airline groups to optimize and manage crew operations for improved

efficiencies while at the same time balancing crew satisfaction. IBS' iFlight Crew provides a comprehensive suite of optimization driven tools from planning (Crew Pairing and Rostering, Manpower Planning) to day of operations (Crew Tracking) to mobile applications and post flight analysis to help airlines manage costs through an integrated platform. The integrated disruption management module allows airlines to collaboratively decide and execute on the best disruption management strategy.

iFlight crew employs a unique "situational awareness" approach powered by next-generation optimizers, solvers, and AI tools to support crew operations and minimize the impact of disruptions

- ☐ Track rosters meeting all rules, regulations and fatigue targets
- ☐ Balance productivity, operational constraints and cost performance
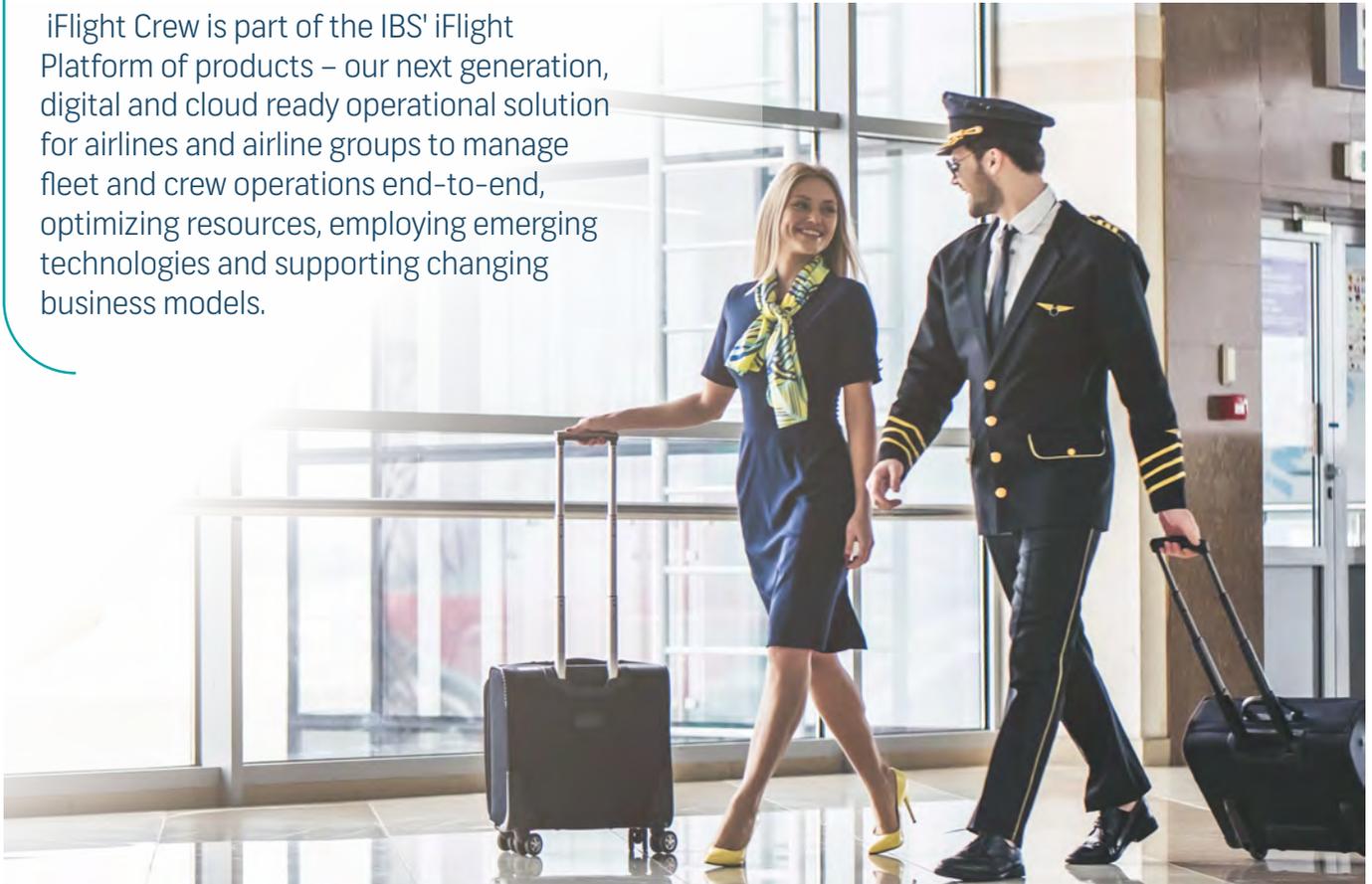- ☐ Save up to 15% of crew costs

Value Proposition

iFlight Crew uses a unique "manage by exception" approach which maximizes situational awareness to keep crew operations on track while ensuring legal and safety compliance. Our situational awareness methodology helps crew operational teams to identify problems pro-actively, improve collaborative decision making among various stakeholders, and provides powerful AI and optimization-driven tools to quickly solve and implement crew recovery solutions to mitigate the impact of disruptions. This helps airlines in several areas that include:

- Ensures strict adherence of airline, authority, and union rules through a centralized rule engine

- Reduce delays or cancellations due to crew unavailability through proactive situational awareness and alerting

- Minimize the impact of disruptions through solvers and optimization-powered tools

- Improve crew productivity and crew utilization through advanced optimization

- Performance tested for highest levels of scalability to support future growth as well as several business models

- A powerful and intuitive user experience (UX) that helps crew and crew controllers get the right information at the right time

- Our community-based platform development approach with one of the largest airline communities in the world influencing the roadmap to imbibe industry best practices, customer feedback, technology footprint, and operational effectiveness.

Key Differentiators:

- iFlight Crew provides several unique features that improve operational efficiencies, reduce costs, and improve crew satisfaction including:

- Efficient equitable distribution crew duties based on configurable parameters & rules with no user intervention

- Seamlessly supports growth, with proven Crew Direct & Indirect Cost savings and Higher Productivity

- Fully configurable situational awareness/alert management

- Real time crew communication and auto-processing Crew Bids and Swap requests through Crew Self Service functions

- Automated & End to end Training & Qualification Management

- Automation Assignment and Notification

- Automated FDP calculation and user alert configuration

- Focus on Crew Satisfaction – Provides several crew self-service tools to minimize manual intervention, improve automation, and maximize informed decision making by crew

- Device independence – Architected as digital (browser-based) and cloud-ready application accessible across any device

- Greater Automation of processes – Through advanced tools like data centric message processors and event based message generators that significantly reduce time on operational tasks

iFlight Crew is part of the IBS' iFlight Platform of products – our next generation, digital and cloud ready operational solution for airlines and airline groups to manage fleet and crew operations end-to-end, optimizing resources, employing emerging technologies and supporting changing business models.

Key Functionality

Crew Tracking

iFlight Crew can automatically manage flight changes like timing changes, equipment changes, cancellations, delays, diversions, ground and flight returns (when used with iFlight Ops – our flight operations platform). It provides the capability to recalculate pairing details, check rules, and alert violations in real-time. Additionally users can 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. The crew can view important real-time notifications like roster changes, qualification expiry, important messages, duty alerts, leave, and swap request results. It also allows users to send generic crew lists and crew lists on flights like MCLs, APIS, APP, AQQ, GD, and Crew Manifests. The contents, regions, triggers, format, mode of transfer, and recipients can be configured by the user. In addition, new messages of similar formats can be easily configured by users.

Crew Tracking module helps to ensure crew availability during incidents like crew sickness, no-shows, late check-ins, incapability to continue operations due to legal violations, and large scale disruptions like crew strikes and airport or flight disruptions. It provides several solver- and optimization-based tools like best crew, best duty, and best next sector to assist the user in filling open duties with the right crew.

> The tracking modules seamless integration with Pairing Optimization & Roster Optimization, with a common set of rules helping to drastically reduce overheads in managing different systems for planning and tracking

Crew Records

iFlight Crew allows managing crew details like crew employments, personal and job profile, preferences and restrictions, crew groups, records like passports etc. It also calculates crew seniority based on configured criteria or to recalculate seniority based on changes. It also supports integration with external data management and HR systems.

Qualifications and Recency

iFlight Crew continuously tracks crew qualifications and expiries for uninterrupted crew operations with alerts and reminders for approaching expiries. In addition, automatic projection or extension of qualifications on assigning or actualization of renewal and requalification trainings on the roster are also supported.

Statistics

iFlight Crew captures and maintains operational statistics of crew with the added flexibility to view daily, weekly, monthly, or yearly statistics for any combination of operational attributes. It maintains crew operational instances and recency like take-offs and landings on actualization of operations or on planned instances, tracks, and alerts expiries.

Voyage

iFlight Crew captures crew voyage records and cabin crew logs as well as updates crew recency and operational statistics. It also tracks and updates actual flight details and timings.

Allowance

iFlight Crew provides capability to configure crew allowances, their calculation logic, payment modes, currencies, and the target crew. Users can easily calculate, finalize, and send payment details to the crew based on their roster operations. It also provides support to calculate and pay adjustments when rosters, rates, exchange rates change in the past as well as supports manual adjustments and payments.

Training

iFlight Crew allows creation of training courses and schedules, including allocating training to crew, auto-projects qualifications, entering training results, and receiving information from external systems. It also allows crew to view their trainings, results and reports on their training progress and schedule.

Bidding

With iFlight Crew, crew can place Off-day, Duty, Standby, and Leave Bids either through the crew portal or the mobile application. It allows users to prioritize the bids based on configured criteria and allocate to crew automatically without any manual intervention. The results and reasons can be notified to crew and crew planners through several channels including mobile app alerts, e-mails, SMS or website (crew portal).

Swap

iFlight Crew helps to automatically swap Duties, Off, Standbys, and Leaves on Crew rosters without any administrator intervention, anywhere, on any device (portal or mobile apps), anytime. The system only shows relevant advertisements to the crews' roster. Additionally, the offer or swap can be initiated by the crew.

Disruption Management (Crew Recovery)

Numerous events in the airline operations world disrupt Crew Operations even after roster plans are published. The nature of these disruptions can vary from the foreseen to unforeseen and their impacts can vary from low cost (short-term) to high cost (long-term). The iFlight Crew Disruption Manager is built on the principle of providing the right information and effective tools for Decision Support to the crew schedulers and crew wherever they are and whenever they wish to have it; to enable faster, high quality, and cost-effective decisions.

Crew Communication

iFlight Crew provides tools to help users communicate with crew through several channels like the Crew Portal (website), Mobile apps, Tablets, SMS, Email, etc.

Crew Self-Service and Check-In

iFlight Crew provides a device agnostic crew portal and mobile applications that allow crew to view and manage their rosters and also other functions like check-in. The crew can view important real-time notifications like roster changes, qualification expiries, important messages, duty alerts, leave and swap request results. In addition, crew can view the latest version of their rosters, duty and flight details, logistics and allowances as well as swap duties without user intervention (Duty, Leave, or Standby). It also supports Open Duty Requests and Flight requests, Off day Requests, Leave Requests, View Trainings and Training results, Maintain Crew Profile, Offline and Online modes, and the Integration of roster and duty alerts with device calendar.

Leave Management

iFlight Crew help to manage planned and unplanned leave. This includes defining leave periods, policies, entitlements, slot limits, crew bid rules, and leave request prioritization criteria. The systems supports both manual and automatic bulk allocation of leave to crew. It also allows users to test the allocation results before publishing as well as allows crew to apply for leave and modify, cancel, or swap them. The system also manages fixed off days associated with contract working patterns as well as allocation of block / weekend offs based on crew requests, fair share, or configured prioritization criteria like seniority.

Standby

iFlight Crew enables users to define standby or reserve blocks as well as configuring standby month rules and allocating standby months to crew. It also manages crew callout from standby at base and away from base.

Logistics

The iFlight Crew Logistics module manages Hotels, Transport, Deadhead Reservations and Meals. It offers several capabilities including identifying and reserving hotels at layover stations, manage changes, track hotel costs and occupancy, and manual sending. It also calculates meal requirements on flights based on meal time bands and crew preferences as well as manages crew transport reservations by calculating requirements, pick and drop timings and communicating with transport companies. Users can also manage crew deadhead reservations by identifying crew and sending reservation requirements to internal or external reservation system(s).