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Hot Topics

- ▶ All-in one EFB solution
- ▶ New IOCC Platform feature enhances airline efficiency

News

- ▶ Ethiad uses flight planning tool
- ▶ Purolator opts for weight & balance solution
- ▶ Croatia Airlines takes off with Lido/FlightBag

31.8 mill.

The IOCC (Integrated Operations Control Center) Platform from Lufthansa Systems makes an airline's flight operations considerably more efficient. The IOCC Platform comprises all critical systems for operations control. The integrated view on all processes enables shorter response times and faster, better decision-making. With the IOCC Platform a medium-sized network airline can achieve cost savings and additional revenues of up to 31.8 million U.S. dollars a year.

Hot Topics

All-in one EFB solution

Lufthansa Systems links crew management data to Lido/FlightBag

Real-time access to all relevant operational data is one of the major assets of an Electronic Flight Bag (EFB). Lido/FlightBag from Lufthansa Systems is an electronic platform that replaces the contents of a pilot's flight bag and connects an airline's onboard system with the ground operation. The solution integrates a variety of applications for the paperless planning and operation of flights, such as the electronic navigation charts Lido/eRouteManual and Lido/TakeOff to calculate optimal take-off settings. In order to enhance the EFB as the main information and communication tool of a pilot, Lufthansa Systems has now integrated its crew management solution NetLine/Crew with Lido/FlightBag. This way the cockpit crew has access to their duty roster as well as to the operational schedule on their laptop.

As soon as the cockpit crew starts their flight preparation with Lido/FlightBag, they can also check-in for that flight via NetLine/Crew CrewLink. NetLine/Crew automatically recognizes the next scheduled flight and provides the crew with updates to their schedule. The system delivers all necessary information for the next rotation to Lido/FlightBag. Having received the flight number by NetLine/Crew, the pilot can now download all briefing information prepared by the flight planning system and starts the flight preparations. Thanks to the integration of the data to a standardized structure, the pilot finds all briefing information in the clear structure of our Electronic Flight Folder (EFF). It contains the operational flight plan, weather charts, NOTAMs as well as detailed crew briefing information by NetLine/Crew. Whether the flight deck crew clicks on roster information or weather charts – the EFF centrally provides the data from both the flight planning and the crew management solution in the same look and feel.

Analog to using paper, the EFF offers the possibility to create annotations and set bookmarks. On top of that, the EFB-system takes care that the flight number, aircraft registration, minimum and maximum weights are automatically available throughout all EFB-applications. The access to the crew management system as well as to the ground portal of Lido/FlightBag in the flight operations department is only available via an encrypted data connection. On top of that, predefined server-connections guarantee that only authorized data can be downloaded on the laptop.

New IOCC Platform feature enhances airline efficiency Lufthansa Systems' Integrated Control Panel provides a real-time overview of operational stability

Come wintertime, the operations control team of an airline has to deal with much more irregularities. Fog, snow and icy conditions can heavily affect flight operations. Lufthansa Systems has recently introduced its Integrated Operations Control Center (IOCC) Platform which gives airlines a comprehensive view on all operational matters. In case of disruption, it enables the operations control manager to make better decisions and get back to normal operations faster. Now another innovative feature of the IOCC Platform has taken off: the Integrated Control Panel (ICP). The ICP is a unique virtual operations control center only available from Lufthansa Systems. It combines all relevant operational data on one screen, visualizing the airline's current operational stability. Operations controllers can thus make better decisions based on the overall situation rather than isolated problems. Managers are alerted as soon as small disruptions emerge so they can take action before these disruptions affect the entire network. This approach reduces inconveniences and delays for passengers, and it mitigates the resulting costs for the airlines. Crews might come in late from a preceding flight, an aircraft might undergo unscheduled maintenance, and last-minute schedule changes might occur due to the weather - all these and more scenarios can be dealt with using the ICP. This is an important reason why the IOCC Platform can reduce overall disruption-caused costs by up to 3%, while also improving passenger satisfaction. The panel monitors many individual parameters such as punctuality, delays, crew availability and late aircraft arrivals. Data is presented in two categories. In addition to traditional key performance indicators (KPI), the panel shows key disruption indicators (KDI). While KPIs give an important overview of the level of target fulfillment for a defined period of time, such as "Punctuality during last week", KDIs focus on the current state of operations. The KDI for "Departure delays", for instance, monitors incoming delays, late deadhead crews, unavailable aircraft cleaners and the like. In other words, KDIs provide an early-warning system for the operations controller. As a central part of the IOCC Platform, the ICP receives all data in real time and completely synchronized with the IOCC components. Therefore operations controllers can monitor, analyze and solve upcoming problems efficiently. This gives airlines an important competitive edge in terms of fast decisions. As the winter months are the toughest for airline operations, the IOCC Platform ensures their economic effects are limited.

The IOCC Platform is the first integrated IT platform able to control and monitor all aspects of airline operations which are closely interlinked in practice, including schedule management, operations control, crew management, flight planning and weight & balance. IOCC users can optimize their flight operations and generate significant cost savings. All five IOCC components IOCC/Sched, IOCC/Crew, IOCC/Ops, IOCC/Flight and IOCC/Load are based on market-leading Lufthansa Systems products which are already in service at more than 80 airlines.

News

Etihad to use flight planning tool from Lufthansa Systems to improve operational efficiency

Etihad Airways, the national airline of the United Arab Emirates, has announced an agreement with aviation IT specialist Lufthansa Systems which will see the airline use the industry-leading flight planning solution Lido/Flight. The contract with Lufthansa Systems, which also includes a number of Lido/Flight add-ons and benefits, will see the Abu Dhabi-based airline optimise its operations by significantly reducing its fuel costs and emissions, whilst also benefiting from more efficient flight planning processes. Drawing on its own powerful database, Lido/Flight uses a number of parameters to calculate the optimal route for each flight, which can lead to cost savings of up to five percent.

Richard Hill, Etihad Airways' chief operations officer, said: "Etihad Airways is one of the world's fastest-growing commercial airlines. The addition of these new planning systems provides the modern technology and tools we need to manage our future growth more proactively and effectively. As we continue to grow our network, the Lido/Flight system will help us achieve significant cost savings as well as enhance the airline's operational flexibility. This is a powerful solution which is capable of much more than just providing route planning and monitoring of flights. With valuable functions running in the background, we will be able to operate our flights using the best possible routings and with minimum emissions."

The contract with Lufthansa Systems includes a number of additional add-ons to Lido/Flight, including Traffic Flow Restrictions (TFR), Inflight Monitor (IFM) and FreeFlight. TFR achieves fuel savings by factoring in the impact of temporarily restricted airways, while the IFM system provides updates on airspace restrictions, airport data and weather and automatically suggests alternative routes to the dispatcher if necessary. FreeFlight is an innovative system which allows airlines to take advantage of the emerging new correspondent concept, which improves capacity and efficiency in air traffic management. Stefan Auerbach, Senior Vice President Sales EMEA at Lufthansa Systems, added: "We are proud that Etihad has expanded its cooperation with Lufthansa Systems and will rely on our flight planning solutions to enhance their operational efficiency. As the national carrier of the United Arab Emirates, Etihad's decision will help us to further increase our customer base across the Middle East." Etihad already uses the NetLine/Plan and NetLine/Sched solutions for planning and scheduling, as well as managed WAN (Wide Area Network) services from Lufthansa Systems.

Purolator enhances efficiency with Weight & Balance solution from Lufthansa Systems

LoadControl automates load planning and saves fuel costs

Purolator Courier Ltd., Canada's largest courier company, opts for LoadControl, Lufthansa Systems' weight & balance solution. LoadControl enables airlines to improve their efficiency in aircraft handling and reduces fuel consumption by up to 0.5% per flight. "We were looking for a powerful weight & balance solution to optimize load planning in compliance with governmental regulations. LoadControl fully meets our requirements and the system will automate and accelerate our aircraft handling process," comments George Travassos, Director Air Operations at Purolator.

With 3,500 flights processed every day, LoadControl is one of the leading weight & balance solutions worldwide. It ensures the optimum distribution of passengers, baggage and cargo on an aircraft, thereby increasing the payload for additional revenue opportunities.

"The agreement with Purolator is a further step in enhancing our presence in North and Latin America. We are proud that this new customer opted for an IT solution from Lufthansa Systems. With in-depth airline know-how and extensive technological expertise we offer integrated solutions that deliver maximum economic and operational benefit to our customers," said Klaus Bernhardt, Senior Vice President Sales Americas at Lufthansa Systems. LoadControl is part of the Integrated Operations Control Center (IOCC) Platform from Lufthansa Systems. The integrated components of the IOCC Platform cover all aspects of airline operations, including schedule management, operations control, crew planning, flight planning and weight & balance. The IOCC Platform allows airlines to optimize the complex processes of their flight operations, resulting in considerable cost savings and added passenger satisfaction.

Croatia Airlines takes off with Lido/FlightBag from Lufthansa Systems Electronic flight bag reduces costs and workload in the cockpit

Lufthansa Systems today announced that it has successfully implemented its Lido/FlightBag electronic cockpit communication platform for Croatia Airlines. The first scheduled Croatia Airlines flight to carry the EFB solution, an Airbus A320, took off in early October. Thirty of the Croatian national carrier's pilots are now using the electronic flight bag. Following a several-month operational approval phase with the Croatian aviation authorities, the airline will begin using Lido/FlightBag throughout its fleet for routine operations. Lido/FlightBag will significantly reduce costs for Croatia Airlines and it will also ease the workload in the cockpit, contributing to even greater flight safety. Croatia Airlines is using Lido/FlightBag as a so-called Class 1 EFB solution on laptop computers. The airline is the first to have an interface from Lido/FlightBag to the NetLine/Crew crew management system. This means that when the cockpit crew logs in to NetLine/Crew on the laptop for its briefing, the crew's personal data is automatically transferred to Lido/FlightBag. While the pilot downloads the briefing documents, all navigation charts and other information can be automatically updated if necessary. Shortly before the flight, the crew calculates the take-off speed with Lido/TakeOff. During the flight, they can view details about the planned route, NOTAMS and other information in the Electronic Flight Folder, as the so-called library contains all operating manuals in a clearly structured and easy-to-access electronic form.

"We would like to congratulate Croatia Airlines on the successful start of operations with Lido/FlightBag, which highlights the excellent cooperation between our companies. Lido/FlightBag will simplify processes and reduce costs, and its integration with the other Lufthansa Systems solutions being used by Croatia is already paying off," said Marc Szepan, Senior Vice President Airline Operations Solutions at Lufthansa Systems. Depending on the size of their fleet, airlines can save up to USD 4.3 million each year by using Lido/FlightBag. By implementing the EFB, Croatia Airlines has continued its efforts to integrate technological advancement into its operational business processes, making use of all the advantages that new technologies bring to everyday business operations. This project will have a direct positive impact on the airline's business.

In addition to streamlining flight preparation processes and flight documentation management, another benefit will be a more precise and faster preflight calculation of aircraft performances. Croatia Airlines will also benefit from the exchange and integration of all the necessary operating data in a single location, such as flight plans, weather forecasts, information on the air space situation, navigation data and company information. "It is important to stress here that this project represents a continuation of a set of activities undertaken by Croatia Airlines in order to preserve the environment through reduced fuel consumption, reduction of harmful gas emissions and a considerable cut in paper consumption," said Miljenko Radic, Executive Vice President Operations at Croatia Airlines.

Meet Lufthansa Systems

If you would like to talk to one of our IT experts about any specific solution in detail, we would be happy to coordinate a meeting. You can find us at the following events:

Name of Event	Date, Location	Solutions presented
IATA Commercial Strategy Symposium	December 9 - 11, 2009 Athens, Greece	ProfitLine