

FLIGHT OPERATIONS SOLUTIONS

# Aviation Operations Services



Empower your Aviation Operations

# Empower your operations with industry-leading services designed to increase efficiency

Aviation Operations Services is the all-encompassing solution that will unify and streamline your operations. It grants you the ability to improve the efficiency of your airline while reducing costs and increasing overall safety.

## Key Benefits

- **Improve Team Efficiency**  
by streamlining your operations and increasing your team's optimal effort, which can reduce labor costs
- **Optimize Solution Effectiveness**  
by using the best solution for any given need, you will increase productivity by spending less time doing daily tasks
- **Leverage Specialized Services**  
by requesting the assistance of CAE experts who will help you reach your specific goals



# Aviation Operations Services

The best-in-class, a-la carte suite of Aviation Operations products.



## Consulting & Advisory

- Consult with Flight Operations Solutions Services experts to align best-in-class practices and optimize cost saving strategies and more.



## Deployment Services & Support

- Enable elevated services as part of upgrading to a newer version, updating or patching existing software to extend the level of automation or simply fine-tune your system for optimal use.



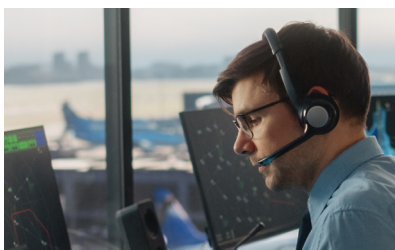
## Education & Training

- Fully train crew members to better understand and fully use all the features of the products. In turn, this will help with automation and reduce human error.
- Refresh your teams' knowledge or develop specific knowledge regarding a new feature or function.



## Health Check / Solution Adoption

- Review your current business needs to automate as much of them as possible to reduce manual errors and the use of one central portal.
- Maximize the value of a solution by improving its adoption.



## Managed Services

- Receive assistance and guidance from CAE's highly experienced staff to help you run your airline.



## Care

- Tailor the daily service your teams need with our best-in-class, a-la carte Care services such as accelerated case resolution times, dedicated experts, regular on-site visits and all-hands-on-deck incident management.

# Crew Services

CAE can offer services to help you manage and ensure compliance with Regulatory Rules and Labor Agreements. CAE can also help with Crew diagnostics and benchmarking using full Artificial Intelligence (AI) integration and automation.



**Are you able to keep up with the ever changing regulatory and bargaining agreement rules? Are you currently undergoing labor agreement negotiations and need analytical assistance?**

CAE has industry leading professionals who can manage this process for you. Led by Subject Matter Experts who bring in 150+ years of combined crew domain experience, supported by certified and dedicated rule developers with Business and Technical expertise.

**Do you need industry expert advice on industry standard or best-in-class practices to address agnostic business problems, strategic questions or organizational assessments?**

CAE is in a position to provide a business diagnosis, review or assessment to launch a strategic turnaround journey for customers based on an understanding of the best available practices, technology, and business processes that will help their customers execute and deliver on their long term corporate goals. This service focuses on Low Cost Carriers (LCCs) and small airlines along with technical and business consultants.

**Is your business evaluating organizational productivity by implementing automation, integration between systems or connecting data across divisions?**

CAE is uniquely qualified to review current processes and daily crew workflows to determine opportunities for automation, benefit from ad-hoc or intelligent integration to other systems, or remove the need for manual reports. CAE can help by developing algorithms, analytics or business intelligence tools, prototype decision making technology and streamline how your crew organization operates.

# Flight Services

When it comes to flight planning, CAE can offer all the necessary tools to manage, plan and monitor flights for your operations.

We can help implement the best practices within the industry as we also assist you with dispatcher training to keep your team at their best.



**Has your dispatch team grown? How can you provide high quality training for our new team members?**

CAE can provide tailor-made training solutions for dispatchers using Flight Plan Manager.

**Have you had attrition in your team? Do you want to bring in new people and get them onboarded quickly?**

CAE can provide tailor-made training solution for dispatchers using Flight Plan Manager and support their induction to Aviation Industry

**Have you been using Flight Plan Manager for some time now? How can we take your dispatchers to the next level?**

CAE can perform a Health Check to analyze current business processes and suggest improvements that will improve efficiency. CAE Health Check service provides recommended steps, features and improvement ideas for Flight Planning organizations to take them to a next level.

**How can you learn about the industry's best practices and implement them in your flight planning?**

CAE can offer comprehensive consulting services to help your organization identify opportunities for process improvement.

**Are you interested in implementing new features in Flight Plan Manager? Here's how can we find out more.**

The CAE team can provide information about product features such as additional product modules, data interfaces and process automation. CAE can provide support for the technical and business implementation of new features. CAE can offer comprehensive consulting services to help your organization to understand and adopt new features, processes and prepare for future improvement.

# In-Flight Services

CAE is here to ensure that your current system is used to the best of its capability.

Improve your meal order forecasting, reduce food waste and inform your teams on best practices.

We can show you how.



## **Are the airline end users making full use of the current system capabilities? Are there functionalities not in use for the support of effective business processes?**

A recent Health Check with a European customer resulted in improved meal order forecasting and an increased awareness of how to better utilize the invoicing and pricing thresholds to increase audit controls and reduce over spending.

The review of the Health Check report also supported future improvements by educating the teams on best practices.

## **Do you know your system food waste amounts? How does passenger count provisioned from catering kitchen compare to actual passengers on board?**

Having the information where the highest food wastage amounts exist will allow the airline to address the issue with catering operations and reduce the overall food waste amounts.

## **How can you learn about the industry's best practices and implement them in your In-Flight planning?**

CAE can offer comprehensive consulting services to help your organization identify opportunities for process improvement.

# Operations Control Services

The recent updates to CAE's Operations Control Services can help optimize your current digital solutions to improve your current output and enhance the overall operations experience.

CAE can also help you retrieve and manage your data to help with decision making and find areas of opportunity.



**Are you concerned that insufficient operational data - such as lack of maintenance block/MEL defect, booked passenger information and crew data - will affect or delay your decision for recovering flights from an irregular operation?**

Movement Manager supports a mass of inbound messages to support those critical operational data sent from a third-party system.

**Are you concerned that your down line system compatibility because of message format? Or that your data warehouse won't be able to retrieve data from Movement Manager for operational reports?**

Movement Manager supports IATA standard ASM/MVT and CAE format XML messages. Movement Manager also offers a Flexible Message Editor to let our customers configure their own outbound message flavor. For your data warehouse, we also provide you a web service to let you retrieve on-demand data from back-end.

**Are you concerned that your team's proficiency with our solution is waning? Or is managing system upgrades, testing for new features, and developing new business processes using our technology becoming more and more difficult?**

CAE offers you and your team diverse choices, such as Functional Training, Installation Training, Solution Adoption Review, Re-calibration (RMOPs only), etc.

**Are you concerned with the maintenance of static data during a long-term period? Or that any static data is out of date?**

CAE can offer comprehensive consulting services to help your organization identify opportunities for process improvement.

# Aviation Operations Services – Full List

The best-in-class, a-la carte suite of Aviation Operations products.



## Crew

- Alerting Review, Optimization and Re-Calibration
- Change Management: 90 days to Cut-over
- Collective Bargaining Agreements & Union Negotiation Analysis
- Cosmic Ionizing Radiation Management Tool & Process Deployment
- Crew Business Diagnosis & Benchmarking
- Crew Leave Re-engineering and Fairness Simulations
- Crew Pairing & Rostering Coverage
- Crew Training Optimization, Hiring footprint and Training Strategy
- Design and Solutioning of Crew Records
- End to end transformational change management program
- Fatigue Risk Management
- Financial Benefits study, KPIs and Value Measurement
- Functional Training – Line Bid Manager
- Functional Training – Open Time Manager
- Functional Training – Preferential Bid Manager
- Functional Training – Reserve Assigner
- Functional Training – Reserve Bid Manager
- Functional Training – Reserve Open Time Manager
- Functional Training – Training Bid Manager
- Functional Training – Vacancy Bid Manager
- Functional Training – Vacation Bid Manager
- Implementation of Organizational & Business Process Recommendations
- M&A: Crew Management Integration Analysis & Strategy
- Manpower planning prototype, forecasting support and BPR
- Post cut-over adoption support
- Solution Adoption – Line Bid Manager
- Solution Adoption – Open Time Manager
- Solution Adoption – Preferential Bid Manager
- Solution Adoption – Reserve Assigner
- Solution Adoption – Reserve Open Time Manager
- Solution Adoption – Reserve Preferential Bid Manager
- Solution Adoption – Training Bid Manager
- Solution Adoption – Vacancy Bid Manager
- Solution Adoption – Vacation Bid Manager
- Support the development of RFP & RFI processes

## Flight

- Aircraft Performance Data Load\revision
- Automation Workshop
- cOPF Design Workshop
- cOPF Training
- Company Route Maintenance
- Data Management
- DataServices – Jeppesen AIRINC 424 data Handling
- DataServices – LIDO Terrain Data Update
- DataServices – Minimal Data Update
- Dispatcher Productivity & Automation Workshop – 4 day
- Flight Plan Format Management
- Solution Adoption
- Specialist Support
- Training Workshop – 4 day
- Upgrade – 100-hour support
- Upgrade Custom Support Package
- Upgrade Hosted Customer Basic
- Upgrade Local Customer Basic Support
- Upgrade Local Customer Standard Support
- Upgrade: Hosted Customer Patch deployment

## In-Flight

- Business Process Consulting
- Extended Go Live/ Roll out Support Implementation
- Extended Release CVT Support
- Forecast Analysis/Calibration Meal Ordering
- Functional Training – Advanced
- Functional Training – Basic
- Scheduling Change Management
- Solution Adoption
- Specialized Data Management Support

## Flight Care

- Premium Support
- Specialized Support

## Operations Control

- Customized enhancement
- Customized Puck Layout
- Extended CVT Support
- Extended Post Go-Live Support
- Financial Data Update
- Flexible Message Training
- Functional Training
- Inbound Message Setup
- Installation Training
- Introduce New Carrier
- On-demand Data Services
- Operational Data Loading
- Outbound Message Setup
- Re-Calibration
- Request Message Setup
- Solution Adoption Review
- Upgrade support
- Viewable window Adjustment

For more information

[cae.com/flight-operations-solutions](https://cae.com/flight-operations-solutions)