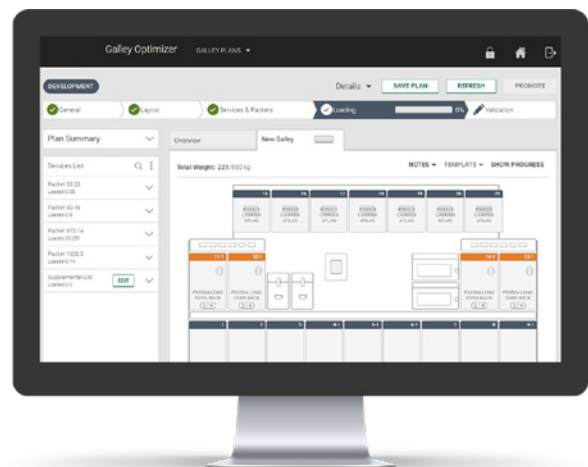# In-Flight Services Management

Access a complete menu of options

In-Flight Services Management is an end-to-end, caterer-neutral product. As a comprehensive solution, it spans all aspects of service planning, meal ordering, forecasting, operations, materials management, financial controls and reporting.

Key benefits

- Automate the invoice audit process, and decrease costs associated with inaccuracies
- Process real time operational changes to provide the right service on every flight, every time
- Simplify menu and galley planning using collaborative, profile-based menu development
- Optimize meal ordering with a self-learning, self-adjusting meal forecasting algorithm that forecasts meal count per flight per cabin class
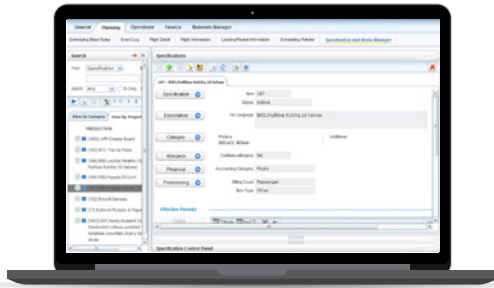

CAE

In-Flight Services Management

Our approach to onboard provisioning and catering

In-Flight Services Management offers a comprehensive, end-to-end, caterer-neutral solution that manages airlines business needs on a single, integrated platform. We offer different configurations from stand-alone meal order forecasting to the full end-to-end solution — with implementation phases designed to provide an accelerated ROI by focusing on the greatest cost saving opportunities.
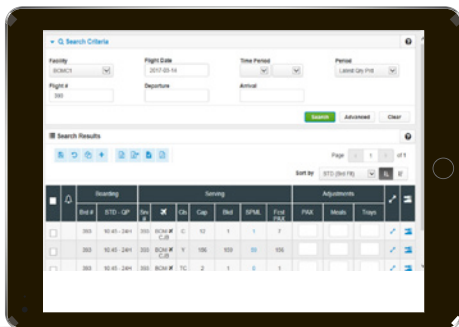
Planning

In-Flight Services Management eliminates many errors prone and manually intensive processes. It facilitates menu planning, service allocation, and communication of requirements to third party caterers.

Specification Manager is the building block of In-Flight Services Management
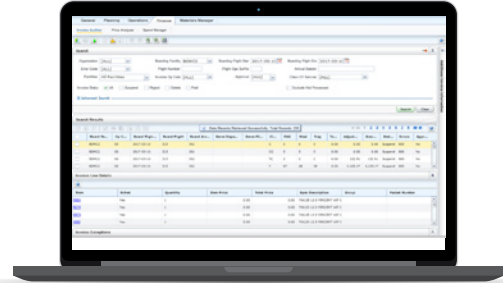
Operations

In-Flight Services Management utilizes passenger and item forecasts to reduce wastage, using a dynamic self-adjusting algorithm and accounts for special meal requests, upgrades, no-shows and go-shows and staff travelers.

Utilizing machine learning algorithm enables accurate meal forecasting
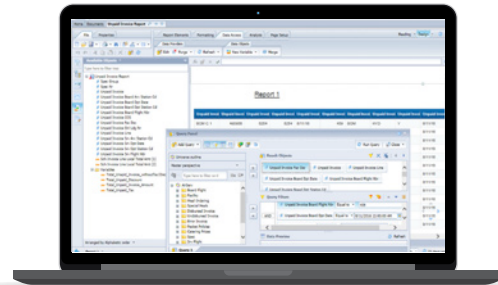
Financials

In-Flight Services Management provides an analytical base for accounting, cost control and performance analysis. It automatically approves valid invoices and enables analysts to focus on exception.

Contractual compliance and financial governance puts airline into Captain's seat

Analysis

In-Flight Services Management offers robust web-based reporting tools, with powerful business intelligence capabilities and reporting for all key metric areas. It retains historical information to forecast market trends and caterer spend projections.

Empower decision support with relevant and accurate data

Improving control and visibility to adapt and reduce wastage with In-Flight Services Management

To be better positioned to adapt and compete, airlines are focusing on costs associated with excessive meal wastage, equipment overages and shortages across the network. With In-Flight Services, airlines are empowered to optimize and integrate catering and cabin service functions, while providing e-business collaboration with all its caterers and suppliers around the globe.

CAE

In-Flight Services Management

Our additional capabilities

In-Flight Services is the most complete solution on the market and the only caterer neutral solution. The primary competitors to our solution are those provided by caterers themselves. This is not only a conflict when it comes to invoice auditing and pricing, it does not provide the airline with full visibility or control. In addition, In-Flight Services has several modules that go beyond what a caterer-owned solution can do for an airline.

- **Galley Optimizer** – Creates a visual layout of the aircraft and galleys, allowing users to create optimized galley plans with automated reloading capabilities.
- **Materials Manager** – Automates generation of new orders, transfer requests and redistribution of the inventory around the network and increases efficiency by interacting with airline's ERP system. In addition to food products, this includes alcoholic beverages, rotable equipment, disposables and duty-free merchandise.
- **Operational Re-provisioner** – Enables the airline to manage and react to operational flight changes close to the time of departure. It processes real- time schedule changes, applies scheduling policies and rules to reprovision and re-cater flights. This results in accurate catering of the flights by caterers and minimizes manual and exceptional invoicing driving cost savings for the airline.
- **Spend Manager** – Compares previously projected catering costs to actual catering costs, permitting "what-if" analysis for adjusting and estimating future spend.
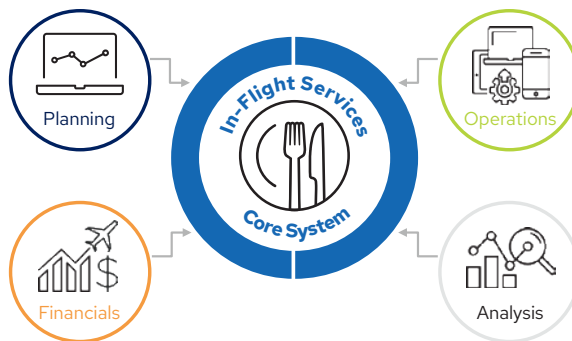
Protecting brand consistency

Lack of communication, integration and automation combined with reactive processes increase business risk and operational inefficiencies. The inability to ensure consistency and timing of service offerings will ultimately have a negative impact on an airline's brand.
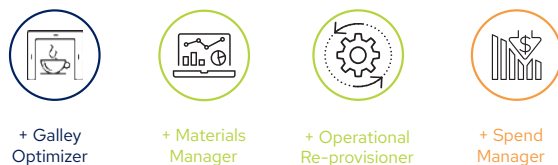
In-Flight Services enables effective decision making with,
- End-to-end integration where all work streams operate from a single platform
- Accurate forecasting to minimize meal wastage and the use of integration between reservation and departure controls for a systemic approach
- Powerful business intelligence capabilities and reporting for all key metric areas and historical information for trending and reporting
- Fully integrated materials management forecasting
- Fully automated auditing for In-Flight Services invoices using centrally approved prices

In-Flight Services manages volumes of information from numerous disparate sources and empowers airlines with more than just reducing meal wastage and managing costs. It also ensures getting the right service on the right flight, every time and ultimately protecting the airline's brand.

Add ons

+ Galley Optimizer

+ Materials Manager

+ Operational Re-provisioner

+ Spend Manager

For more information
cae.com/flight-operations-solutions

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