



Crew Tracking Enterprise

Jeppesen Crew Tracking Enterprise maintains optimization throughout your operation and releases the business potential in your crew management process.

Recover quickly, yet maintain operational efficiency

Recover Quickly

The Alert Monitor provides the crew tracker with uninterrupted control of the operational situation. The intuitive layout allows the crew tracker to quickly assess the importance of alerts, such as unassigned production, illegalities in crew rosters, crew composition problems, crew late for check-in or crew requiring notifications.

Crew trackers are alerted as soon as a problem arises, even when occupied resolving other problems. No time is lost searching for problems or evaluating their priority compared to other urgent matters to attend to.

By clicking on an alert, or a group of alerts, a graphical Gantt editor is launched showing all relevant roster details for fast problem solving. The editor contains several functions for solving the problem, such as pre-defined filters, standby activation, searches for assignable crew, swap candidates or deadheads.

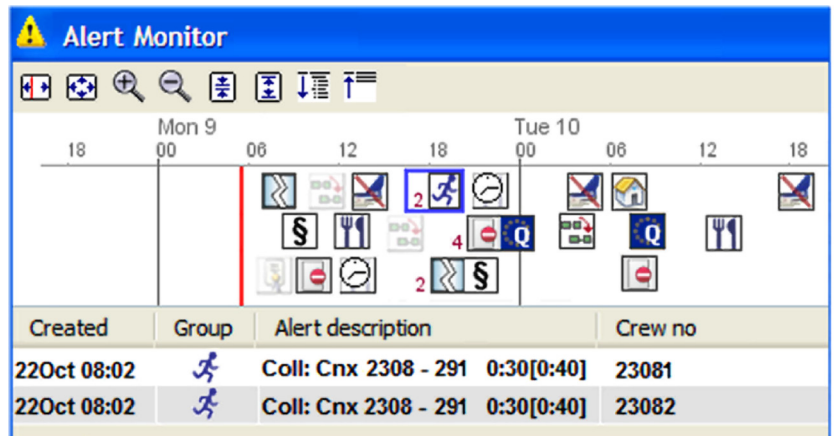
To further ensure quick recovery, communication to crew, hotels, deadhead reservation systems and authorities is handled automatically.

Maintain Operational Efficiency

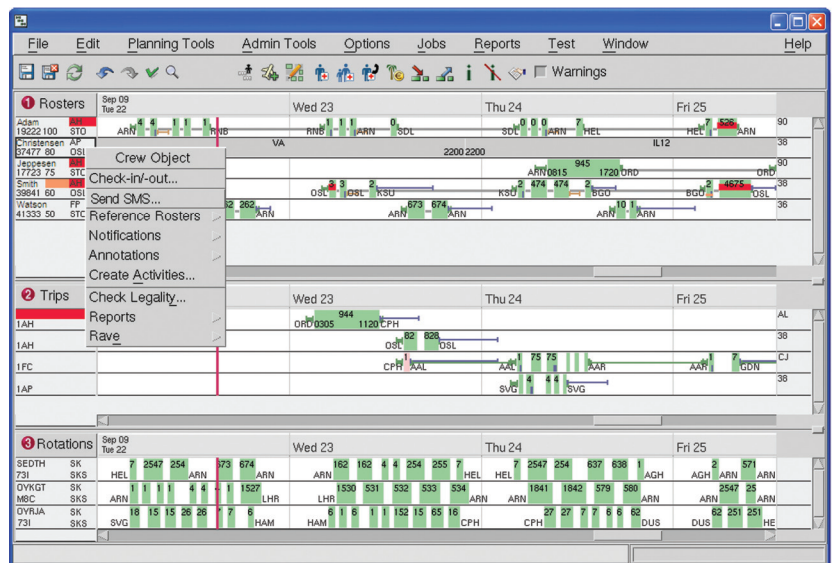
The system allows for working with the relevant subset of crew, which may range from just a few, to several thousands. Detailed cost, quality and safety information is taken into consideration when searching for the best alternative solutions to your operational problems. Automated search functionality allows the crew tracker to quickly identify crew, to whom new tasks can be assigned, in the most efficient way.

The system supports the traditional trip-centric work approach, but also allows crew trackers and optimizers to work directly with leg assignments. This enables more advanced solutions closer to the optimum.

Different options can be compared in terms of customer-specific key performance indicators before committing solutions to the operational database. This allows the crew tracker to analyze and learn how to solve problems in the most efficient way. The system also includes functionality for more comprehensive scenarios, which makes it possible to prepare for situations such as changed aircraft types or closed airports, in a controlled and efficient way.



Disruptions are monitored in the Alert Monitor, which makes it possible for crew trackers to respond rapidly as disruptions occur.



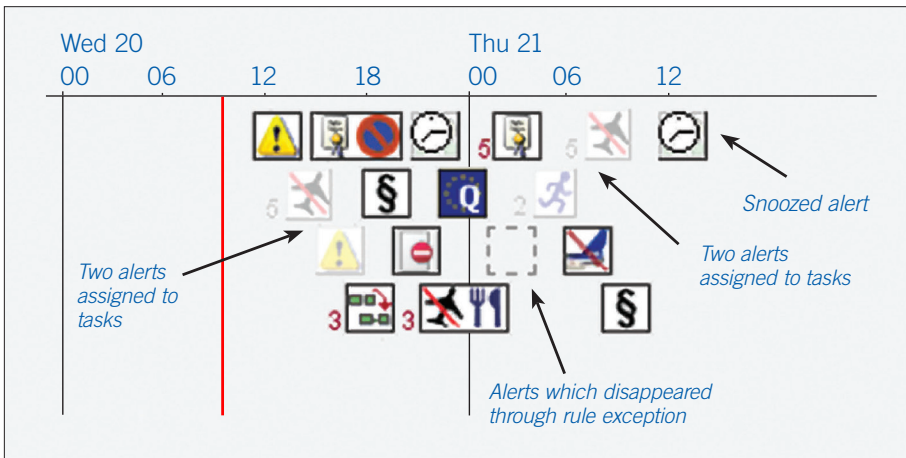
Gantt Editor showing rosters, open time and aircraft rotations. Illegalities are marked with red. Crew can easily be contacted via Web Notifications or SMS.

Features and Functions

- Alerting
- Crew Publication
- Report Sick
- Check-In/Out Handling
- Deadhead Searches
- Find Assignable Crew
- Standby Handling
- Automated Hotel Bookings
- Automated Deadhead Bookings
- Automated Crew Manifest Handling
- Crew Notifications
- Scenarios
- Assignment Locks
- Rule Exceptions
- Reference Rosters
- Annotations
- Audit Trail
- Archiving
- Conflict Handling
- Select-and-Operate
- Drag-and-Drop
- Predefined Filters
- Dimensioned for Handling Large Crew Sets

① Trips		06	12	18	Thu 15 00	06	12	18
1AP	SKD		CPH 2537	CPH 2538				
② Rosters		06	12	18	Thu 15 00	06	12	18
Bischoff	AP		28				265	267
24846	100 CPH		BGD CPH				CPH	CPH
Thomas	AP			SBY 2200			539	540
22462	100 CPH						CPH	CPH LHR
Andersen	AP		F				601	602
21784	80 CPH			2200			CPH	

Result after "Find Assignable Crew" has been run. The system automatically displays a prioritized list of three options on how to solve a problem with open production: The first crew member can legally merge this trip into their roster. Another crew member can be taken off standby. A third option is to use a crew member with days off promised during that period.



The system is designed for optimization and the Jeppesen Crew Recovery Optimizer is offered as an option.

Control your Operation

Through Alert Monitor, the tracking department can easily organize its work and secure that no operational problems are missed – creating a new level of collaboration. Alerts can be grouped, filtered and divided flexibly between crew trackers, making it easy to prioritize work but also to focus resources on a problematic "crew area" when needed. Alerts which are being worked on by other crew trackers are dimmed.

Crew trackers can snooze alerts and also add rule exceptions for non-binding rules directly into Alert Monitor. In this way you secure that all legality is respected, while allowing the tracking department to work efficiently.

Share the Objective

The system can be implemented as an integral part of Jeppesen Crew Management System (CMS). In Jeppesen CMS, all rules and data are tightly integrated among Jeppesen Crew Tracking Enterprise, Jeppesen Manpower Planning, Jeppesen Crew Pairing and Jeppesen Crew Rostering, making sure all users share the same interpretation of data and objectives.

The system is easily integrated with surrounding systems and supports not only standard messages but also powerful outbound report formats such as PDF, HTML, as well as crew communication channels such as SMS and e-mail.

Key performance indicators, detailed metrics and cost information can easily be shared across the organization.

Stay on Top

Full legality control is always provided via Jeppesen Rave.™ Jeppesen Rave is Jeppesen's widely-used modeling language covering all parts of the operation describing legality, quality of solution and costs. Jeppesen Rave is used to rapidly adapt the system to changes in the business by altering crew legality rules, report formatting and scripts. The changes can be implemented by customer staff trained in Rave, or by Jeppesen consultants, whichever the customer prefers.

Jeppesen Rave reduces rule, cost and report maintenance across the process. Jeppesen Rave also allows for all stakeholders to share the same metrics and perform what-if analysis, for example during a negotiation with crew.

Using the versioning capabilities of our operational database, event history can be tracked and analyzed. This allows operations staff to make changes in ways of working. Analysis of actually flown production can, for example, be used to improve the pairing or rostering optimization. An automation framework makes it possible to automate this integration.

Product Extensions

- Crew Recovery Optimizer
- Roster Maintenance Optimizer
- Fatigue Risk Management
- Extended Integration
- Training Module
- Hosting

Questions and Answers

What parts of the crew management process does Jeppesen Crew Tracking Enterprise support and cover?

Crew Tracking Enterprise spans from roster publication, over maintenance, through to day of operation and into follow-up and archiving. The solution is easily extended, and shares data and business logic with pairing, rostering and manpower planning. The operational database also supports the addition of Jeppesen's fleet and passenger products.

Where and how can optimization add value for crew tracking?

Optimizers can be applied in the roster maintenance phase (between roster publication and day of operation) as well as on day of operation itself. The crew recovery optimizer can work stand-alone, or integrate with the solvers for fleet and passenger. This allows for rapid repair of plans, but also more comprehensive changes to be made during disruptions, or when performing major schedule changes close to day of operations. The value thus comes from increased revenues, better solutions and less staff time required.

Is your fatigue risk management functionality available also in Crew Tracking?

Yes. The Fatigue Risk Management System (FRMS) and Safety Management System (SMS) functionality is built into Rave. Please ask for a separate product sheet on Fatigue Risk Management.

Can Jeppesen Crew Tracking Enterprise be hosted by Jeppesen?

Yes. Hosting solutions are offered.

What is the business case for Jeppesen Crew Tracking Enterprise?

This depends on the airline in question, but some common components are:

- Enabling more active revenue capture close to day of operations (from more aircraft swaps). Today, with more and more volatile timetables and increased competition between airlines, the capability to make late adjustments is more important than ever.
- Rapid detection and correct prioritization of disruptions, combined with our advanced decision support, allow for optimal solutions to be generated.
- Faster recovery from major disruptions, ensuring a quick return to the optimized plan.
- Reduced IT costs from retiring legacy systems and moving to modern software technology and hardware.
- Flexibility – allowing for crew management processes to evolve with the business needs, but also to staff more efficiently.
- What-if scenarios used for qualifying decisions beforehand.

Do you use audit trails?

Our database implementation works like a flight data recorder and keeps all past states stored together with time stamps and user information. This is used not only for after-the-fact analysis, but also for replaying situations where, for example, new crew trackers are being trained.

Technical Information

Platform:	Unix server (Linux), Unix/Windows clients
Data Storage:	Oracle
Messaging:	IBM MQ Series
Clients:	Hummingbird Exceed on Windows clients
Network:	LAN

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