

Jeppesen Disruption Management

Supports fast and cost-efficient decisions on the day of operation. Provides tools to simulate and evaluate how different recovery options will influence other areas to decide on the proper preventive actions.

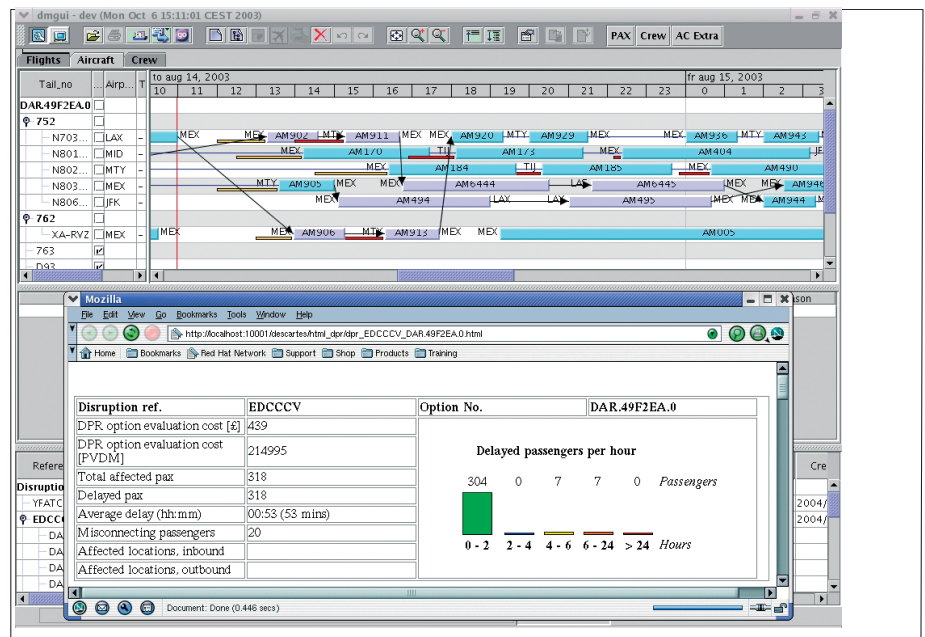
Jeppesen Disruption Management is a platform for integrated disruption management with passenger service and cost control in focus. It provides an integrated view of crew, fleet and passengers. The system displays alerts raised by aircraft and crew related problems and provides an overview of the impact on the passengers. Manual repair tools as well as powerful optimization tools for recovery of crew rosters and aircraft routings are available. The impact on the revenue of changes is constantly monitored and can be minimized with a passenger recovery optimization tool. This makes it possible to generate solutions that are operationally feasible and provide the best service to passengers.

Increased service level

The airline increases the control over how the fleet is used on the day of operation and passengers are re-accommodated with minimum effect on the business. For example, the system can decide which flights to cancel or delay. It can also re-book passengers to other flights based on passenger value. As a result, priority passengers, such as high revenue passengers, gold card holders, group travel, or unaccompanied minors can be prioritized.

Reduced costs

The direct cost of delaying one flight from Europe to Asia overnight is €150,000. In addition there is the indirect cost of the airline's public image being negatively affected. One major airline estimates the total financial impact of delays to €250,000,000. Jeppesen Disruption Management will enable the airline to react to operational disruptions



This view shows a passenger recovery option with compiled information and delay statistics

faster and generate better quality solutions that protect operation and profit.

Integrated process

Integrating Jeppesen Fleet Recovery and Jeppesen Crew Recovery with Jeppesen Passenger Recovery provides all users with a common overview and access to the same tools. With an integrated system you can evaluate how different recovery options will influence the other resource areas. This will help you make fast and cost efficient decisions in the day-of-operation process. You will also be able to simulate the total impact of possible upcoming problems in order to decide on the proper preventive actions.

Open architecture

Jeppesen Disruption Management uses open architecture software which allows

smooth integration with existing systems for operations control. The architecture supplies connections to other systems that can be used for gates, catering, other stations, by alliance partners etc. The system is scalable which makes it possible to implement the system step by step. Along with the ability to add recovery optimizers on top of already existing systems, it all in all sums up to a low-risk implementation.

Technical information

- Web clients
- Unix or Linux server
- Standardized XML interface
- Oracle database

This view shows alerts for a set of delayed flights.

This is an integrated view that shows fleet, crew and passenger consequences.

How can Jeppesen Disruption Management deliver solutions that benefit both crew, fleet and passengers?

Jeppesen Disruption Management integrates the tools for control and recovery of fleet, crew and passengers. In a disrupted situation all the three tools can be called to provide an integrated solution. Together the three tools produces solutions that are both feasible and efficient for all three resource areas.

How can the tools work in an environment of continuous change?

The most important factor is that the tools are very fast. Major changes are unlikely to occur while the optimizers are running. However, if changes do occur during the optimization run which makes parts of the solution invalid, the user has three options: accept part of the solution and repair it manually, accept part of the solution and repair it with the optimizer, or reject the solution in its entirety and start a new optimization.

What value can optimization bring on day of operation?

The main benefit from introducing optimization is that it provides control. The controller's role is changed from simply reacting to individual alerts to being in control of the consequences of different recovery strategies. The optimizer can also be used proactively to analyze the stability of the current operation, for example to detect flight delays or cancellations and thereby avoid major problems later that same day. By combining the three tools a solution is generated that protects the business objectives regarding costs and passenger re-accomodation service.

If you have any questions about Jeppesen Disruption Management, please contact us at crewsolutions@jeppesen.com



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