SITA Mission Control

Real-time, collaborative airline operations, in one place

The world's first collaboration tool designed specifically for an airline's daily operational needs – and its entire operational environment – **SITA Mission Control** unites all Day of Operation duty personnel across the world, in one place.

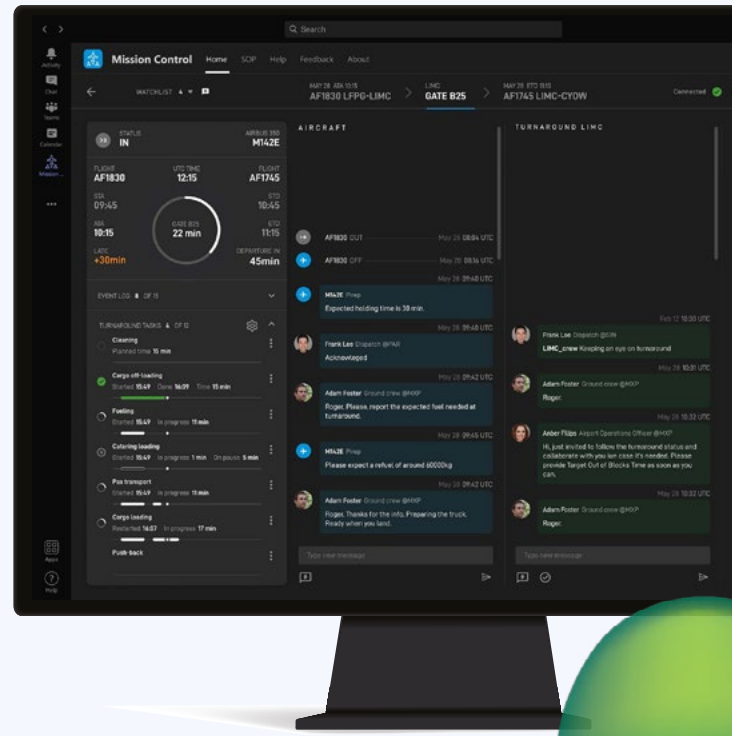*Easy and safe travel every step of the way.*

SITA

FOR AIRCRAFT

Streamline and improve experiences

Flight operations and dispatch teams maintain a vital connection between aircraft in-flight and related activities back on the ground. As such, they are inundated with constant instructions and critical, complex information which they must interpret and respond to extremely quickly – whilst anticipating and communicating subsequent actions.

These actions and processes are often communicated in a disjointed, isolated way. Updates come in from multiple sources, creating a lack of overall visibility, meaning that duty and dispatch personnel have to devote extra time and effort piecing together information before they can act. Meanwhile, hardworking front-line staff are left frustrated, especially when managing upset passengers.

— Solution

In partnership with Microsoft Teams, SITA Mission Control enables duty personnel to:

Free up time

Reduce manual tasks

Keep things running like clockwork

Visible,
secure and scalable

SITA Mission Control integrates quickly and easily into your existing processes:

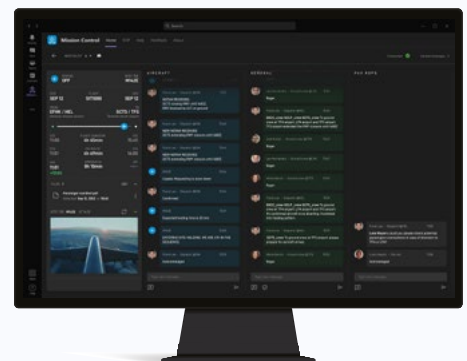|			
Direct ACARS connection provides timely updates	Collaborate messages from pilots with duty personnel in real-time	Key messages and workflow statuses visible to everyone	Scalable and flexible - built on the Microsoft Teams platform.

Drive collaboration and communication

Duty Personal

Specific duty personnel can stay updated with ACARS messages delivered directly from the flight deck.
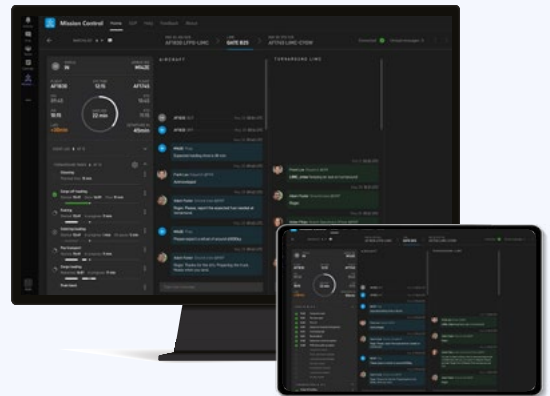

Flight operations

See all chats and messages for a chosen flight by aircraft tail number, on the given day of operation. Highlight key information and instructions, and attach files directly to specific flights.

Turnaround tracking

Automated Out, Off, On and In (OOOI) updates straight from the aircraft to the chat dashboard. A single reference point to track the status of aircraft turnaround procedures.
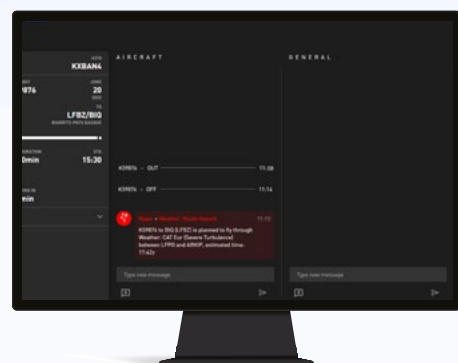
OTP view

Duty personnel can identify and select the status of tails they are responsible for via an easy-to-use dashboard.

Automated push messaging

Get critical messages and updates to key duty personnel fast, 24/7, when integrated with the eWAS Dispatch alert engine to improve response times while reducing dispatcher workload.

Improve operational performance and passenger safety

Let's take a scenario and see how SITA Mission Control can be used to maximise operational efficiency.

While in-flight, an aircraft's destination airport runway is closed. The pilot and dispatcher communicate, finding two other suitable alternative airports to land on.

Ground staff at the alternate airports are added to the flight's chat. They are able to view, in real-time, the communication between the pilot and dispatcher, via SITA Mission Control's unique ACARS capabilities.

A NOTAM is issued that the original airport runway is now open. All ground personnel are able to see this immediately on SITA Mission Control.

A win-win for everyone.

—— Solution

Minimal disruption, maximum perational efficiency

Updates are simultaneously relayed to all parties as one single, critical message – so adjustments can be made together immediately. As a result, the dispatcher doesn't need to spend extra time and effort communicating updates to both the duty personnel at the alternate airports. The aircraft lands 30 minutes later than scheduled but everyone on board is safe and happy.

Real-time, collaborative airline communications, in one place

As the world's first collaboration tool designed for an airline's daily operational needs – and its entire operational environment – **SITA Mission Control** unites all duty personnel across the world, to anticipate and act on changes, as they happen.

"SITA Mission Control promises to be a game-changer for airline operations around the world: making planning and processes more intuitive, cost-efficient and collaborative for all parties involved."

**Yann Cabaret
CEO, SITA for Aircraft**

— **Get in touch**

Discover how to take the effort out of airline operations

To find out how SITA Mission Control can transform your airline's operations, <u>get in touch.</u>

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