



**SITA**

# SITA MISSION CONTROL

SMARTER COLLABORATION FOR  
AIRLINE OPERATIONS: STAYING  
AHEAD OF CRITICAL CHANGES

# Every minute matters in airline operation.



**0.6%**

**Passenger NPS**

On average, for every 1 min of extra delay



**\$5-10m**

**Annually per airline**

Money saved, with 1 min improvement per turnaround



**8%**

**Per plane utilization**

With a 10% improvement on turnaround time



**3**

**Extra legs**

**Per plane per day**

Time saved from turnaround - most efficient airline today vs. the worst

# The Challenge

Today's communication tools are great, but they only take you this far.

Airline ops constantly deal with complex workflows involving multiple stakeholders. It is very challenging to maintain visibility and catch and act on the bottlenecks in time. Dispatchers, cabin crew, ground handlers, and duty personnels already work under stress, and it is very easy to get lost in unfiltered loads of information.



Every small bit of time lost grows into snowball effect



**Just a communication platform is not enough. It is about getting the right info to the right people at the right time, intuitively.**





TO REACH  
THAT LEVEL  
OF PRECISION,  
YOU NEED A  
FINAL SPRINT.

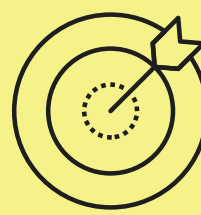


## ✓ Solution

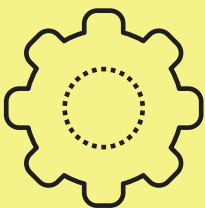
Built on Microsoft Teams, and customizable according to airline specific workflow, SITA Mission Control enables duty personnel to:



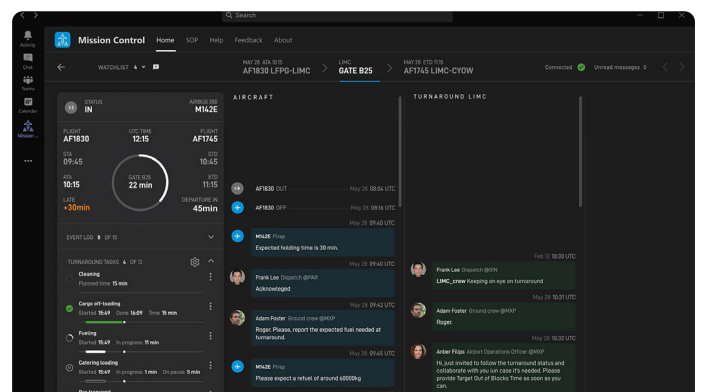
Build shared situational awareness



Focus on what matters



Anticipate and act on critical changes



# ✔ SITA Mission Control

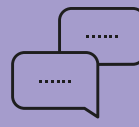
The collaboration & communication tool, built for the daily grind of airline operations and improve OTP.



Direct ACARS connection provides timely updates



Turnaround collaboration module



Push messaging and alerts with manage by exception principle



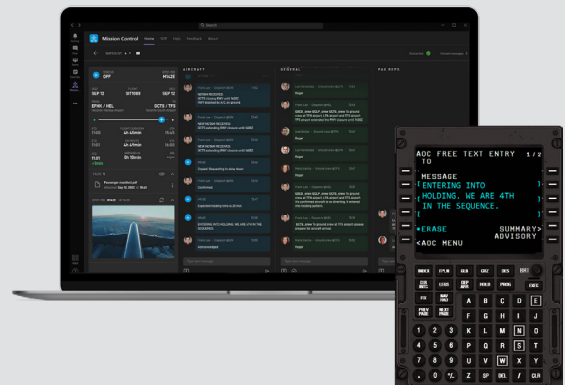
Configurable to your workflow

## Drive collaboration and communication

### Duty Personal



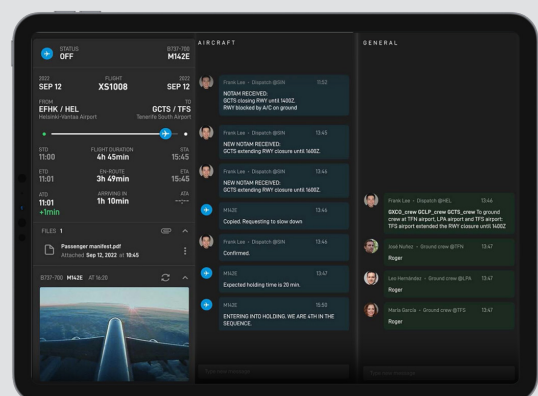
Specific duty personnel can stay updated with ACARS messages delivered directly from the flight deck.



### Flight Operations



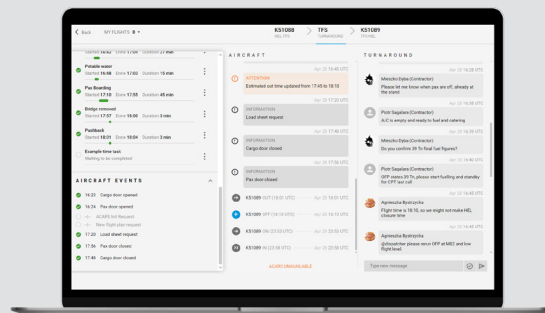
See all chats and messages for a chosen flight by aircraft tail number, on the given day of operation. Highlight key information and instructions, and attach files directly to specific flights.



## Turnaround Tracking



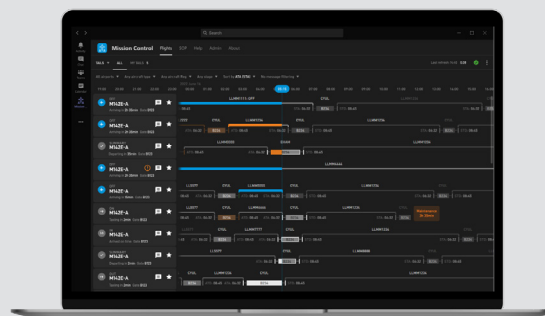
Automated Out, Off, On and In (OOOI) updates straight from the aircraft to the chat dashboard. A single reference point to track the status of aircraft turnaround procedures.



## OTP View



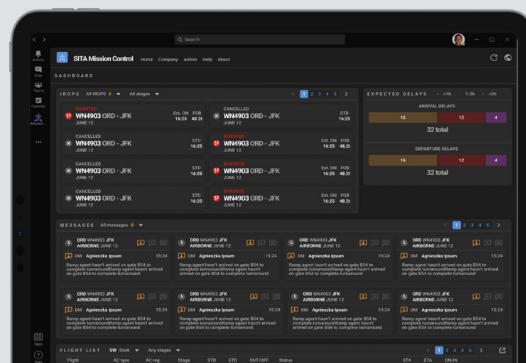
Duty personnel can identify and select the status of tails they are responsible for via an easy-to-use dashboard.



## Manage by Exception Dashboard



Dashboard view provides a summary of your airline's performance with key KPIs, offering an at-a-glance view of current operations.





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