



EMPOWERING AIRLINES TO 'GO DIGITAL' FOR GREATER OPERATIONAL EFFICIENCY.

CrewTab. Unlock Possibilities Today.

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For airlines emerging from the COVID-19 crisis, digital transformation presents new, critical opportunities for making operations more cost-effective, efficient and safe.

In the cabin, our patented CrewTab provides just the intuitive and integrated digital solution airlines need to optimize their cabin crew costs and operations, while enhancing crew and passenger safety onboard.

SITA FOR AIRCRAFT's powerful yet easy-to-use tablet dashboard digitalizes cabin crew activities before, during and after a flight. By fully digitalizing onboard workflows and intelligently integrating with an airline's existing IT systems, CrewTab enables airlines to unlock unlimited possibilities for cost savings, increased operational efficiency and improved crew capabilities.



PAPERLESS FLIGHT

In benefits terms, the numbers really do speak for themselves. For one, digitalizing onboard processes immediately enables an airline to significantly reduce printing and storage costs, as well as paper weight, and therefore, the amount of fuel needed. As a case in point, large premium airlines using CrewTab have reported being able to eradicate 250,000 paper forms in a mere six months.

OPTIMIZING COSTS

Then there's the clear time- and cost-savings CrewTab brings through digitalizing the forms cabin crew need to fill in on every flight, with automated parameters to speed up administrative tasks. Time that can otherwise be spent assisting passengers or enriching the onboard experience.

Those paper reports also need administration on the ground, whether via a colleague's review, or by physically inputting paper-based data into the airline's digital system. And that's all before you factor in any unexpected incidents that may arise requiring even more paperwork. By digitalizing and integrating this function with an airline's on-ground IT systems, CrewTab streamlines and synchronizes the whole process. Standardizing data flows also means information is analytics-ready, enabling airlines to assess their activities and identify areas for smarter working.

With airlines adopting intensified cleaning measures at the gate, every minute saved elsewhere becomes even more important for maintaining efficient turnarounds and on-time performance, and keeping costs managed, as a result.

FUNDAMENTALLY POWERFUL

CrewTab is always evolving. We issue quarterly releases, and are constantly exploring and innovating new features and technologies, in collaboration with airline customers, to bring enhancements – driving operational efficiency, enhancing the passenger experience, and offering opportunities for boosting onboard revenues.

The solution has three main components:

- 1. CrewTab Application** – the airline's customized, iPad-based application combining an easy-to-use, intuitive interface with a secure local database of operational data
- 2. CrewTab Server** – a cloud-based server facilitating business logic, mediation and integration with the airline's IT infrastructure
- 3. CrewTab Admin Portal** – the web-based administration console.

As standard, CrewTab gives airlines powerful capabilities across five core functionality pillars: Crew, Passenger, Documentation and Manuals, Forms, and Messaging. These modules enable crews to access flight plans, passenger seat maps and profiles, multiformat manuals, pre-fillable forms, or even messages from ground ops.



CrewTab Application



CrewTab Server



CrewTab Admin Portal

KEEPING CREWS AND PASSENGERS SAFE

CrewTab allows cabin crews to access their airline's customized and secure databases through personal electronic devices (PEDs), reducing the number of non-personal touchpoints before, during and after flight.

Airline customers can now not only connect their CrewTab for real time air/ground updates, but also take control over what is connected, and how.

By selecting the Connected CrewTab Configuration module, airlines can easily configure approved CrewTab features and functionality to connect and synchronize over different networks – by cellular or Wi-Fi. They can then reap the benefits of extending connectivity onboard, and benefit from a constant, cost-efficient connection, without having to exchange devices or paper forms.

STREAMLINING OPERATIONS

Beyond its core set-up, CrewTab also offers a rich menu of optional add-ons – supporting enhanced operations and personalized customer service – that airlines can select to further tailor their CrewTab capabilities, and the benefits they bring.

We offer a wealth of bespoke options, developed to support an airline's operational focus.

Carriers can, for example, elevate how they manage service elements and assets with the digital Service Checklist or Inventory, and identify areas for greater efficiency. With the Crew Positioning Visual, crews can monitor and pinpoint optimum attendant positions inflight to meet social distancing requirements, while Crew Alerts help airlines easily create and send enhanced digital alerts to crews, wherever they are.

The Enhanced Flight Report module, meanwhile, delivers a fully customized, business intelligence-ready flight report, that supports the airline with better control, consistency, structured data and potential cost savings.

Other options include integrating an airline's business logic into customized forms, uploading and storing business manuals, and applying specific business rules (i.e. who is authorized to view), supporting enhanced business intelligence.

STAYING ALERT

Our recent optional feature, Crew Alerts, allows an airline to easily create and send enhanced digital alerts, including text and attachments, via the Admin Portal. With Crew Alerts, attendants are always up to date with most relevant information regarding safety issues, guest updates and changes in operations to multiple crew members and flights, based on various distribution patterns (e.g. flight number, aircraft or tail type).

Another feature, the Pax Compensation Module, provides full workflow management should an incident arise. It takes crews through the full administrative process from registering the issue, through to identifying and processing the type of compensation being provided.

SPEAK TO US!

Today, an effective, digitally savvy cabin crew, as an airline's all-important 'front of house', has never been more vital for delivering passenger safety and satisfaction. By digitally empowering crews, and feeding and applying airline business intelligence, CrewTab can help airlines deliver.

**CrewTab. Empowering your crew.
Go Digital for Greater Operational
Efficiency. Unlock Possibilities Today**

To find out more about **CrewTab**, submit an **enquiry form**, or email **worldwide@sita.aero**.

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