

# ATI CLOUD – YOUR WORKSPACE ANYWHERE

## EMPOWERING AIRLINE CREWS TO ACCESS THEIR VIRTUAL WORKSPACES ON THE MOVE

Cockpit and cabin crews are key players in the improvement of airlines' customer service and business operation efficiencies. A virtual workspace is a flexible and efficient way to provide crew members with appropriate business applications while on the move.

### ISSUES

#### Inefficient paper processes

Constantly improving customer service, business efficiencies, and flight safety cannot be achieved with traditional paper passed processes

#### Crew is constantly roaming

IT departments find it challenging to deliver quality support to crew, who are constantly on-the-go and have no office, desk, or corporate PC

#### New ways of working

IT consumerization and Generation Y set new standards for accessing data and applications from any device. A clear split between corporate and private IT domains is critical and must be done in accordance with IT security and application performance requirements

### SITA SOLUTION

- Full virtual workspaces or business applications for crew can be accessed through mobile device, laptop, home PC, or corporate desktop
- Customer-specific role profiles are configured in the ATI Cloud Citrix farms and contain relevant applications and workspace for crew members
- Automatic redirection (when roaming) to the nearest ATI Cloud data center, where end-user applications and data are replicated
- ATI Cloud Portal provides IT administration functions and end-user self-service capability
- Cloud Drive, a private and secure drop-box, provides data sharing and synchronization

### BENEFITS

- Secured delivery of an application or a full virtual workspace onto crew devices, without having to test or certify each device
- Consistent performance delivered on a global basis
- Simplified provisioning and administration
- Applications and workspace versioning and distribution controlled by the IT manager and can be implemented globally through the ATI Cloud Portal
- Pay-as-you-go model provides scalability, deployment flexibility, and adjustment of IT infrastructure and budget to business demand

**500,000+** AIRLINE CREW MEMBERS, EACH WITH 1 TO 3 PERSONAL DEVICES TO ACCESS DATA AND APPLICATIONS

**100MS** NETWORK LATENCY TO THE ATI CLOUD FROM 5 CONTINENTS

**330M** TABLETS TO BE SOLD BY 2015

**36%** OF AIRLINES PROVIDE MOBILE DEVICE-BASED SERVICES TO STAFF

## USE CASE

The SITA logo consists of the word "SITA" in a bold, blue, sans-serif font.

Create success. Together

## EMPOWER COCKPIT & CREW

### UPDATED EFB & CREW APPS



Enable crew to access their work environment on the move

**>500K** AIRLINE CREW MEMBERS USING UP TO THREE DEVICES

## SOLUTION COMPONENTS

### 1. Published virtual workspaces:

End-users are provided with a virtual workspace for relevant role-based profiles. Each profile is defined by the customer and includes a specific set of desktop applications (generic, ATI specific, and customer specific), a set of desktop utilities, and data storage options.

### 2. Access to an industry applications catalog:

The published virtual workspace provides simplified access to the customer's applications as well as a variety of SITA and third party industry applications.

### 3. Self-service capability:

The ATI Cloud Portal provides the IT Manager with self-service capability to configure new end-users, request modifications to the workspace, etc. The portal also includes end-user self-service capabilities, through which users can self-procure new applications and request modifications to their workspaces.

### 4. End-user data storage and backup:

Several data storage solutions are available, each with back-up and data encryption options:

- Private drive (private data storage space in the ATI Cloud)
- Shared drive (data storage space in the ATI Cloud, shared between various virtual workspaces)
- Cloud drive (shared storage in the ATI Cloud providing instant data synchronization across virtual workspaces, traditional desktops, laptops, and mobile devices)

### 5. Active Directory option:

Synchronization with the customer's own Active Directory to simplify end-user credential management.

### 6. Network access options:

Access to the virtual workspace can be provisioned through a private MPLS network or via the Internet.

### 7. Roaming and multi-homing options:

A workspace can be replicated and published from multiple data centers, providing roaming employees with consistent performance globally while also providing a disaster recovery option.

### 8. Service level agreements and performance reporting

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