



The industry's leading operational mail solution

Type B messaging underpins every aspect of air travel, from passenger services and baggage handling to ground support and aircraft maintenance. SITATEX IP is an operational mail platform that allows users to exchange Type B messages quickly and securely via a desktop application. It's the industry's leading operational messaging solution, connecting more than 30,000 users and handling over 100 million messages a year.

BACKGROUND

Support new ways of working

- Customers need a secure and flexible network, with access to operational messages

Increase business flexibility and agility

- Implementation, additions and changes should be quick and easy
- The interface should be user-friendly, easy to master and simple to operate

Reduce IT complexity

- Prevent loss of data and avoid costly and time-consuming custom development
- Solution must include industry standard email features to avoid duplication

SOLUTION

SITATEX IP is the industry's leading operational mail system. It allows users to generate and receive Type B messages – the standard messaging format for the aviation industry.

It is available to multiple users, who can circulate messages internally without incurring transmission costs.

SITATEX IP supports various network connections, including Internet via an ISP as well as SITA's own IPVPN.

It is a downloadable desktop application that is supported by SITA's worldwide network.

BENEFITS

Intuitive interface

- Minimizes start up time and end user training needs within one convenient interface

Security and reliability

- Resilient, fully redundant managed IP network
- Supports flexible network access, including internet and IP network connections

Reduced costs

- Single and multi-user configuration options available

Convenience

- Offers standard email features
- Messages can be stored locally on the customer's desktop
- Users can archive files on the LAN

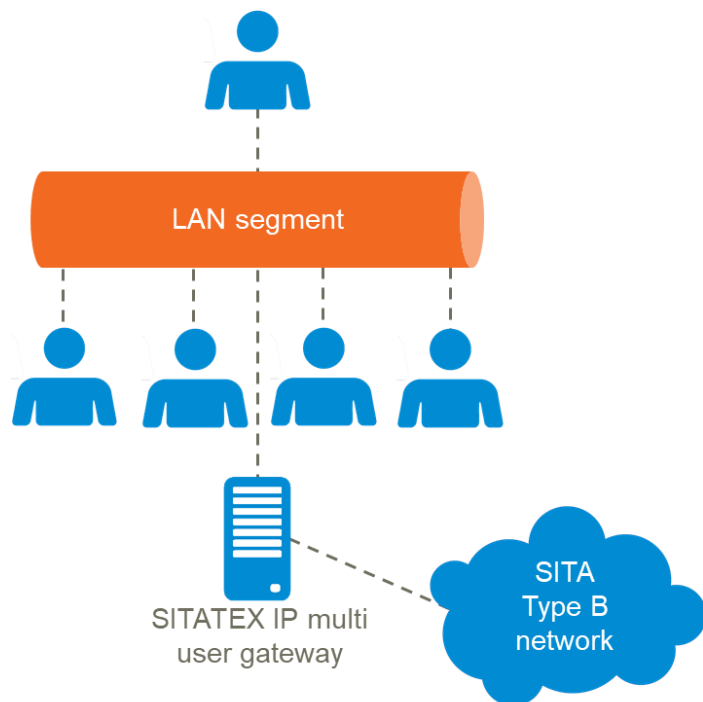
RESULTS

30,000
SITATEX users in
200
countries

100
million
messages exchanged
each year



How does it work?



COMPONENTS

Standard e-mail features: message view, forward, save as draft, delete, online help, etc.

Message management functions, including message download, auto-print and document attachment facility

Exchange messages with Type B users, X.400, SMTP, AFTN, Internet, fax and Telex

Double sign messages via Type B functionality

Customizable forms and templates

CASE STUDY

A large French regional carrier needed to provide Type B communications to support the airline's flight operations system. Dispatchers managed a large number of messages manually, which sometimes led to errors.

By using a multi-user gateway over a Local Area Network (LAN) connection, flight dispatchers can manage the messages generated in a 24-hour working environment. With SITATEX IP, these tasks are accomplished through an intuitive, easy-to-use interface.

These person-to-person messages are required for the airline's operational staff, Paris Orly Airport ground handlers, and aviation administrations. Dispatchers can easily send, receive and archive messages and attachments.

SITATEX IP also allows users to manage message folders and address books locally. The GUI can be customized to fit the specific messaging requirements for this flight operations dispatch department.