



eeCrewConnect® –
making crew notifications *fly*



ready
for
ee2go

eeCrewConnect®, powered by 2e Systems, is a state-of-the-art mobile communication and irregularities platform for cockpit and cabin crew. The platform puts carriers in direct contact with each individual crew member using dynamic contact channels such as SMS, E-mail or mobile Apps.

The benefits for managing crew notifications using eeCrewConnect®

- Faster, more efficient and accurate processes for recovery to normal operation during irregular operations such as inclement weather or airport closures
- Support and optimization of regular daily operations by monitoring the position and status of crew members at all times and getting critical information (and subsequent acknowledgements) to and from the cabin and cockpit crews
- Concise and timely notifications designed to encourage fluid communication between crew control and crew members with built-in functionality to handle “no contact” situations, all coordinated through the eeCrewConnect® management portal
- Improved coordination between various systems such as operations control, crew planning and other mission critical solutions using established interfaces with existing suppliers – works on top of existing systems, requires no change of provider
- Online management tools to monitor notifications, acknowledgements and crew planning via the eeCrewConnect® Web Portal
- Scalable system capacity affords capability to send out a vast numbers of messages in parallel, with dynamic switching to alternate contact methods should the situation so require
- Configurable parameters such as contact time, preferred contact method, withholding of messages during re-scheduling, allow customizing according to the situation
- Crew can define preferred contact channel e.g. E-mail / SMS / IVR / App push or other easily integrated channels
- Notifications for last minute hotel and ground transportation changes built in and linked to crew schedules
- Pre-warning notifications to crew members, in case large numbers of flights are cancelled at short notice, to reduce number of incoming calls to crew control during a sudden irregular operation
- Extra tools included such as “Commuter Report” to determine likelihood of crew members arriving for duty during an irregular operation
- Combine with ee2go and bring crew notifications to mobile platforms and Apps.

2e Systems - making your business *fly*™

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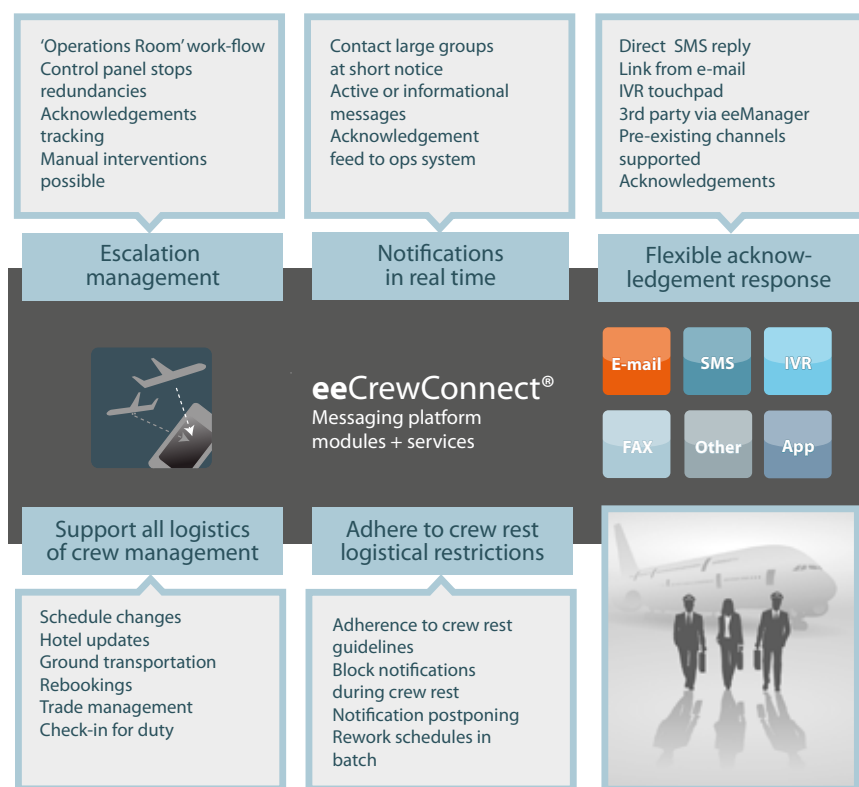


eeCrewConnect® – adds a new dimension to crew planning and communication



During irregular operations caused by airport closures or major weather situations, timely information to crew is critical for repositioning as well as planning for affected flights. Often airline carriers have difficulty in contacting crew members which can hamper recovery efforts and require a lot of manual intervention. In many cases the crew members are trying to reach crew control at the same time which can exasperate the situation when all contact is attempted via voice calls.

With eeCrewConnect® carriers can contact crew members automatically after rescheduling has taken place, track acknowledgements, resend information or escalate in the case the crew member cannot be reached within a pre-defined timeframe.



The platform also processes hotel accommodation and ground transportation arrangements for crew members that are affected by an irregularity. Critical hours and minutes can be saved through this level of automation when attempting to recover to normal operations.

Via the eeCrewConnect® portal, crew control can manage notifications to crew members, monitor acknowledgements, and monitor a real time view of the operations as well as initiating manual ad-hoc notifications to the crew if necessary.

The platform works in sync with the current in-house crew planning, operations control, HR systems, trade management and other systems. It coordinates information and messaging and can be readily integrated for any airline carrier.

eeCrewConnect®, just one solution in the 2e Systems eeSky Suite that places carriers one step ahead of the competition. Together we make your crew notifications fly.

In addition, the platform can be adapted for ee2go as a mobile user interface or App, where crew members can check their schedule, view and acknowledge any changes, check hotel and ground transport, instant message other crew members, post pairings for trade as well as a number of other features.