

Flair Airlines Takes to the Skies with AirWatch Enterprise Mobility Management

The Challenge

Major airlines now utilize Electronic Flight Bags (EFBs) to save money and streamline updates of flight manuals. Instead of providing paper copies of flight manuals and operation procedural documents, digital copies can be stored on a tablet and updated easily. Using tablets can save hundreds of thousands of dollars a year in fuel costs and printing services.¹ Digital flight manuals are quickly becoming an international trend in the aviation industry.

With the migration to digital, however, comes the inevitable need for stringent compliance and security measures in the skies. In the U.S., the Federal Aviation Administration (FAA) allows tablet EFBs, but only under strict supervision to ensure passenger safety and restrict sensitive data falling into the wrong hands. In Canada, Transport Canada allows EFBs, but one hard copy of the plans must be on the plane at all times as well. To meet these mandates, while enjoying the cost-saving measures tablets can deliver, aviation firms are turning to the proven AirWatch® Enterprise Mobility Management (EMM) platform.

Flair Airlines needed a way to distribute flight manuals, company documents, internal memos, flight packages and weather apps to tablets. Flair Air chose AirWatch to provide secure content and application management.

The Client

Flair Air provides passenger charters and workforce transportation, both domestically and internationally, with a fleet of more than 150 planes. It also offer a unique luxury travel experience with an annual trip around the world from Vancouver, Canada to Russia, China, the United Arab Emirates, Africa, Europe and back. Flair Air has 90 employees, and Ken James oversees IT operations as the flight operations technical administrator. James conducted an evaluation process and decided that AirWatch was the best fit for



Solution Overview

- Customer: Flair Airlines
- Industry: Aviation
- Geography: North America
- Features: MDM, MAM, SCL
- Devices: 1-500



the airline's mobility needs. "All of our pilots have a tablet with access to corporate information," said James. "The Secure Content Locker provided by AirWatch allows me to push and update all documents, which saves me time." AirWatch enables EFBs from Jeppesen to be digitally pushed to all tablets.

The Solution

Flair Air uses Secure Content Locker™ to house documents such as flight crew training manuals, flight operations manuals, Boeing flight manuals and EFBs. "Revisions for certain manuals come out every six months, some every 50 days," said James. "With AirWatch, I can upload the revisions to the server, and the pilots have the latest and greatest documents." Flair Air also uses AirWatch Mobile Application Management (MAM) to push apps like weather tracking and document readers to tablets. These apps help the pilots prepare before flying out.

Flair Air also uses AirWatch Mobile Email Management (MEM) to manage corporate email, contacts and calendar. "All of our tablets have 4G data cards with Wi-Fi capability," said James. "Configuring by hand was extremely easy with AirWatch." Devices are password protected to comply with Transport Canada's regulations. EFBs have to be password protected with a case sensitive password. "By June, we are hoping Transport Canada allows EFB-only planes," explained James. "Then we will see even more cost savings."

James could not do without Secure Content Locker. "You can see which manual the pilot is using through the AirWatch console," said James. "It's really easy to add documents and to check and see what's working." Secure Content Locker can also be accessed offline, which is important since Flair Air flies into remote locations without Wi-Fi. "The benefits of the technology are immeasurable," explained James. "We don't have to do paper revisions on these 600 page documents. For the efficiency of the company, that is invaluable and saves us thousands of dollars in printing and shipping per year."

"Revisions for certain manuals come out every six months, some every 50 days. With AirWatch, I can upload the revisions to the server, and the pilots have the latest and greatest documents."

– Ken James
Flight Operations
Technical Administrator,
Flair Airlines



¹<http://www.9news.com/dontmiss/323306/630/Frontier-ditches-30-lb-flight-bag-for-iPads->