

LJ Aviation Jets Ahead with AirWatch Enterprise Mobility Management and App Oversight

The Challenge

Aircraft operators now utilize Electronic Flight Bags (EFBs) to save money and streamline updates to their flight manuals. Instead of providing paper copies of manuals and operation procedural documents, the digital copies can be stored on tablets and updated with ease. With the migration to digital, however, comes the need for stringent compliance and security measures in the skies. The Federal Aviation Administration (FAA) allows tablet EFBs but only under strict supervision to ensure passenger safety and prevent sensitive data falling into the wrong hands. LJ Aviation needed a way to distribute flight manuals securely and easily, since every type of airplane has specific manuals. Application management was also a top priority because the FAA requires aircraft operators to approve all apps installed on tablets. To meet the FAA mandates, while enjoying the cost-saving measures tablets can deliver, many aviation firms are turning to AirWatch® Enterprise Mobility Management (EMM) platform as their provider for content security and application management.

The Client

LJ Aviation, a trusted charter jet company for more than 30 years, has more than 20 jets and 120 employees. All LJ pilots use tablets to access manuals and corporate documents while flying. “We use AirWatch EMM to monitor what apps are on the devices,” explained Terry Lascher, manager of training standards, LJ Aviation. “The FAA requires us to approve what apps can be put on the tablets.” The AirWatch App Catalogue enables Lascher to monitor what pilots access on a daily basis. If they put an illegal app on the device, Lascher can remove it. “The FAA is concerned with games that could be a distraction to the pilot, as well as viruses on apps that could interfere with manuals and documents,” said Lascher. “We needed AirWatch to gain oversight on the apps.”



Solution Overview

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



The Solution

Application management was just one part of the AirWatch solution for LJ. Secure Content Locker™ (SCL) serves an important role for airline operations as well. “We store more than a gig and a half of data in SCL,” said Lascher. “This includes specific manuals for each type of plane, aircraft data documents, up-to-date flight manuals, aircraft operator certificates, and noise certificates.” LJ has a Pilot Meeting once a month, and one item on the agenda is to make sure the pilots are accessing the information they need and that the tablets are working.

The GPS locator has also been important for LJ. “One tablet was left at an airport, and we were able to use the GPS locator to find it,” explained Lascher. “I logged in and narrowed down the last location of the device, and the pilot went back and got it.” The physical space savings is beneficial, especially for the small airplanes. Removing the bulky manuals and bound operations booklets means room for an additional passenger. For LJ, the biggest benefit is the ability to update everything so quickly. “AirWatch has saved us so many man hours,” said Lascher. “Instead of it taking six hours to update manuals and charts, I can push a button and be done with it.”

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Manager of Training
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