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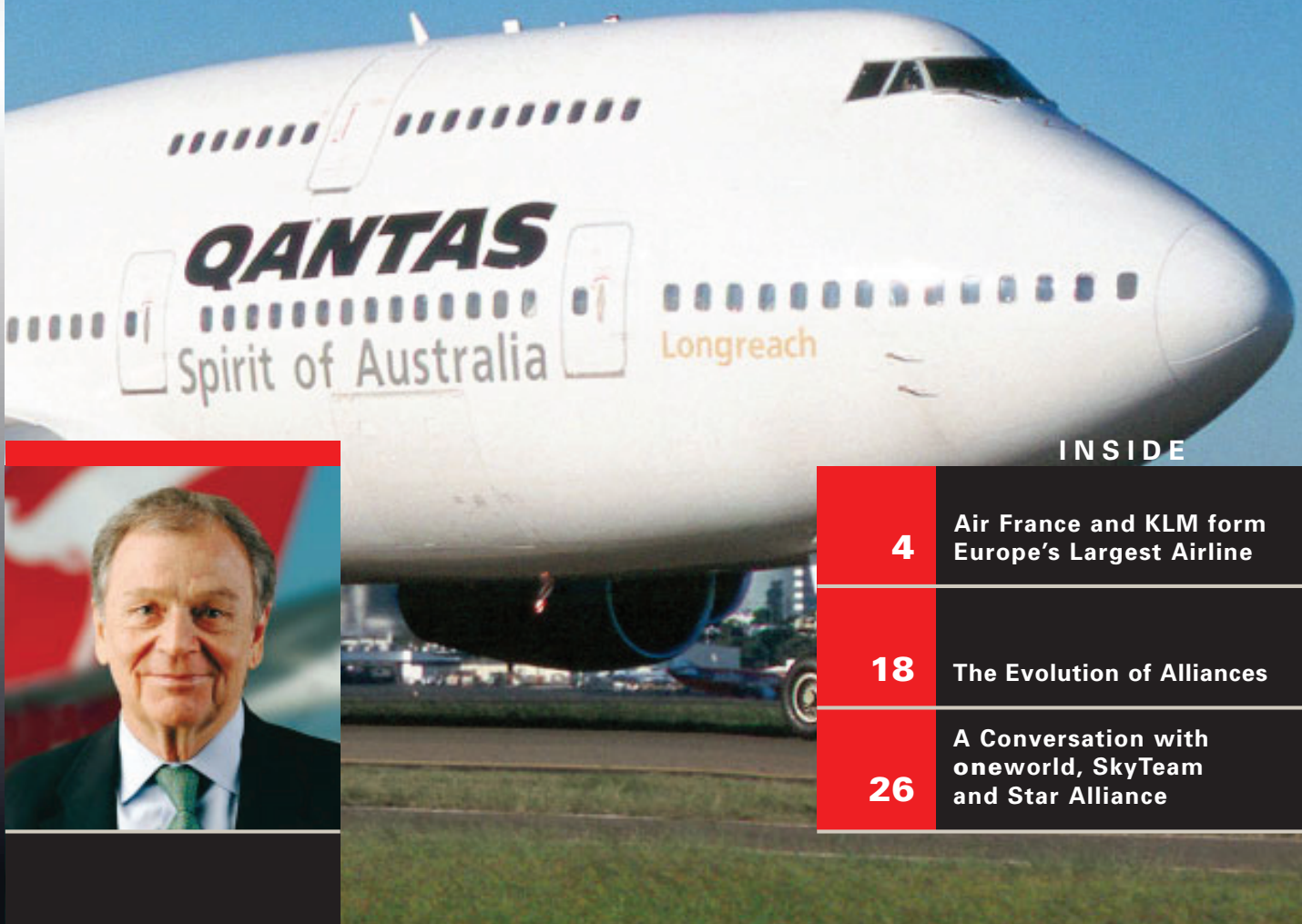
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Taking your airline to new heights

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Maintaining the Lead

Sabre Airline Solutions and Mxi Technologies have formed an alliance to offer the aviation industry an integrated, fully supported maintenance and engineering solution.

■ By Allan Bachan | Ascend Contributor

For years, many of the world's leading airlines have relied on the Sabre® *Maxi-Merlin™* maintenance, engineering and inventory system to minimize maintenance costs while still ensuring the safety of passengers and crew. But, when the time came to enhance it for the future, a leading system available through a strategic partnership

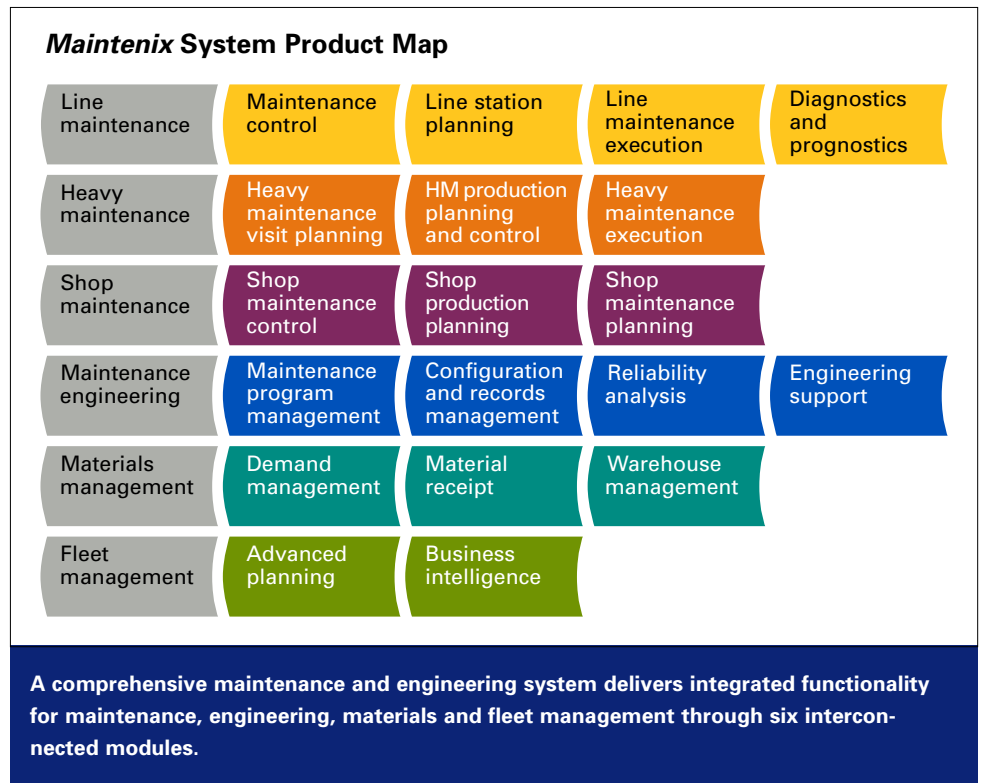


offered the promise of more quickly meeting the needs of airlines.

The *Maxi-Merlin* system, which has been installed at more than 40 airlines, provides robust functionality that led it, in 2001, to be rated in a study by Cap Gemini Ernst & Young as the No. 1 aviation maintenance and engineering system based on the number of aircraft managed by the system as well as the number of installations.

In 2002, however, Sabre Airline Solutions began looking toward the future and further enhancing the product, including revising its architecture, migrating to open structured query language, or SQL, and Java and moving the system's database from Adabas to Oracle. Although the *Maxi-Merlin* system continues to provide the necessary functionality for the industry, the system needed to be brought in line with the direction of other Sabre Airline Solutions products. As initial work began on the enhancements, however, company officials realized it could take up to five years to complete the enhancements.

While Sabre Airline Solutions will continue to support the *Maxi-Merlin* system until customers are ready to migrate, the company decided that to quickly meet the changing needs of the industry required a more immediate solution — finding a strategic partner that



could provide the missing pieces to complete a comprehensive M&E solution.

After thoroughly evaluating potential partners, Mxi Technologies, a leader in aviation maintenance management software, was selected. Earlier this year, the two companies established an alliance that would enable them to combine their strengths to provide an industry-leading M&E offering.

Through the alliance, the companies will jointly market Mxi's *Maintenix®* MRO system. The tool — selected by leading aviation companies including Delta Air Lines, KLM Royal Dutch Airlines, Qantas, Boeing, Rolls-Royce, Dassault, Bombardier Aerospace, Executive Jet Management, Lockheed Martin's F-35 JSF program and the U.S. Navy — provides an all-inclusive tool that delivers integrated functionality for maintenance, engineering, materials and fleet management.

By partnering with Ottawa, Canada-based Mxi, Sabre Airline Solutions offers airlines a leading M&E system that is fully integrated with the other products in its portfolio, such as the *Sabre® AirOps™ Suite* and the *Sabre® Flight Control Suite*. By integrating with flight operations tools, the *Maintenix* system provides personnel in an airline's system operations control center with centralized, real-time access to critical data to make the best, unbiased decisions for an airline.

The *Maintenix* system can also be accessed via *Sabre® eMergo®* Web access, an applications service provider delivery method that reduces the cost of ownership. By accessing the system remotely via an ASP, airlines avoid the up-front costs and maintenance of installing the hardware and software on site.

"We look forward to working with

Sabre Airline Solutions to help airlines achieve business benefits through the application of advanced information technology to maintenance," said Matthew Tobin, vice president of marketing and alliances for Mxi Technologies. "We are honored to have the *Maintenix* system as Sabre Airline Solutions' new M&E offering, and we are excited about Sabre Airline Solutions' unique ability to offer the system through a hosted ASP option."

Sabre Airline Solutions will also provide training for the system as well as around-the-clock customer support through its help desk and customer support Web site.

A reliable M&E system has become vital for airlines in the new cost-conscious environment. Current industry estimates show that 9 percent to 13 percent of an airline's operating cost is attributed to the maintenance of its fleet and represents about 20 percent of the total workforce. An efficient, advanced, easy-to-use system for an airline's maintenance, repair and overhaul operations helps it control costs by minimizing the effects of disruptions caused by unforeseen maintenance and by optimizing the productivity of M&E personnel.

The system, built on a modern architecture, provides advanced capabilities such as automated workflow, electronic signatures and support for portable wireless devices.

A uniquely designed role-based system, the *Maintenix* system seamlessly fulfills the continuum from line maintenance to heavy maintenance and component repair through its six interconnected components:

- Line maintenance — Offers maintenance control, line station planning and scheduling, and execution of line maintenance work, assisted throughout by real-time diagnostics and prognostics and line discrepancy management capabilities,
- Heavy maintenance — Includes visit planning, production planning and control, and execution of heavy maintenance work including heavy check templates and progress monitoring for in-maintenance activities,
- Shop maintenance — Provides shop control, production planning and execution of shop maintenance work for both component and complex assembly shops, driven by up-to-the-minute visibility of material requirements,
- Maintenance engineering — Features maintenance program definition and management, organization modeling, configuration management, record keeping, reliability analysis, and engineering support for maintenance including recommended corrective actions and engineering authorizations,
- Material management — Supports the maintenance process through comprehensive management of data for tracked and



Through its alliance with Mxi Technologies, Sabre Airline Solutions delivers industry-leading, integrated maintenance and engineering solutions, increasing safety and efficiency for airlines around the world.

serialized parts, demand planning, fulfillment, material requisitions, asset induction, quality control, warranty, warehouse management, and material routing,

- Fleet management — Facilitates advanced planning and business intelligence intended to improve visibility into all aspects of the organization and proactively develop efficient and effective procedures and policies.

Specifically designed to handle the unique complexities of aviation maintenance, repair and overhaul, the *Maintenix* system helps airlines achieve value in five key areas:

- Increased aircraft availability,
- Improved maintenance visit planning,
- Reduced inventories and improved supply chain management,
- Improved maintenance efficiencies,
- Reduced delays and cancellations.

"The *Maintenix* system will take our offering in the maintenance and engineering areas to a new level with the kind of smart technology we strive to bring our customers — technology that simplifies the process and provides near-term cost savings," said Steve Clampett, president of Airline Products and Services for Sabre Airline Solutions. "A Web-enabled user interface and an Oracle-based platform make the *Maintenix* system easy to access and easy to use. This combination of access and relational database capability is particularly important because the maintenance of an airline falls within many different disciplines, crossing many different systems, and in fact, can be an even greater challenge for airlines to manage than their reservations systems." ■

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