


Rapid Return To The Skies

When an airline's schedule is disrupted by bad weather or other unpredictable causes — resulting in irregular operations — avoiding unacceptable additional costs by getting back on schedule as quickly as possible is crucial. *Sabre Airline Solutions*® offers a complete suite of integrated tools designed specifically for rapid recovery.

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It's 8:30 a.m. on a crisp, clear day. A major airline's flights have been departing as scheduled, with only a few minor delays at several airports that have not amounted to more than a couple of minutes each with no impact to the rest of the day's schedule. Flights are arriving on time at all airports as well, taxiing to their assigned gates, deplaning passengers and unloading baggage.

But managers in the airline's system operations control center continue to monitor the presence of a large weather system that seems to be temporarily stalled out to the west of one of the major airports it serves. The weather system could, however, begin moving rapidly again at any time — potentially interrupting operations.

When managing an airline's SOC, even when flight schedules are running smoothly, airline operations personnel are rarely complacent. They know from experience that a

significant disruption requiring irregular operations management is only a few mechanical delays or a sudden thunderstorm away.

In this case, it turns out that the major weather system begins moving rapidly east during the day, and operations at the airline's major airport in the storm's path have to be shut down for two hours.

For a major airline, a two-hour disruption can impact 250 or more flights that are dispatched worldwide. And a shutdown of two hours can mean even more complications for an airline with short-haul, high-frequency service — especially if much of the service touches the directly affected airport.

A temporary outage of operations at just one of an airline's main airports initiates a domino effect throughout its flight schedule because a flight that is delayed two hours or even three to four hours (or canceled) at one airport causes that equipment as well as those passengers and

crew members not to arrive in a timely fashion at connecting points within the airline's network.

Passengers and crews miss flights at connecting airports. Aircraft are not available to fly other scheduled routes. Some aircraft fail to make it to scheduled maintenance destinations, which could cause a required implementation of costly ferry operations — flying the aircraft without passengers to its mandatory maintenance location.

All of these cascading, costly effects continue to accumulate until the airline's entire global, national or regional flight structure can be put back on schedule.

In this instance, what should the airline do with all of its affected flights? What should it do with its displaced crews? What should it do with impacted passengers? The responsibility to get back on schedule quickly can become overwhelming as the cost of an operational disruption increases exponentially with time.

When irregular operations occur, the foremost objective of an airline is to curtail unacceptable costs that will rapidly increase as the irregular operations continue. The primary overriding goal is to return the airline to its routine schedule as quickly as possible — particularly dealing with the major issues of disruption in aircraft movement throughout its route system, crew assignments and passengers

HIGHLIGHT

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who are justifiably adamant in wanting to get to their destinations on time or shortly thereafter.

SOC personnel will need to determine which flights to cancel, delay or re-route to enable the fastest and cheapest overall recovery.

Aircraft must be re-routed not just in accordance with required passenger and cargo destinations, but also with a keen awareness of any individual aircraft's onboard equipment and capabilities to fly to the particular destination and using a particular route.

Crew will need to be reassigned and quickly notified of any changes to their work schedules. Also, the entire network supporting the crew operations, such as hotels, taxi operations and reservations for positioning tickets, all need to be updated in a timely fashion. In addition, with ever-increasing security and immigration regulations, it's critical to have a system that can send the correct crew information to the correct station and make updates as changes occur.

Passengers will need to be reaccommodated quickly and cost-effectively and notified of changes to their travel itineraries.

Airlines around the world, of every size and business model, use advanced and specialized tools from *Sabre Airline Solutions*® to manage their regular operations and quickly recover from irregular operations. The airline operations portfolio includes three fully integrated solutions that manage aircraft and crew operations:

- *Sabre® AirOps™ Operations Suite* and *Sabre® AirCrews® Crew Management Suite*,
- *Sabre® Flight Control Suite*,
- *Sabre® Rocade® Airline Operations Suite*.

Experts from *Sabre Airline Solutions* work with individual airlines to recommend the optimum airline operations suite that best fulfills their specific business needs. Any of these systems enable SOC personnel to effectively monitor and manage an airline schedule, aircraft, maintenance requirements, crew and passengers within the operations arena. The airline operations system is the core solution in the SOC, and it is used by SOC controllers to manage airline operations during normal and irregular operations as well as to communicate the latest schedule, aircraft and crew information in real time to all dependent systems and people.

Sabre Airline Solutions also offers sophisticated operations recovery tools that are fully integrated with each of the airline operations systems.

During an irregular operation, such as the one described, airlines can use *Sabre® Recovery Manager*, which is designed specifically to help get back to the planned schedule as soon as possible. *Recovery Manager* uses sophisticated optimization algorithms to suggest schedule changes, re-route aircraft as required and repair crew assignments while ensuring that no operational constraints or crew work rules are violated. The recovery solution can be reviewed by SOC personnel and published to the specific airline operations system used by the carrier. The system communicates the changes to all dependent



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A two-hour disruption can impact 250 or more global flights for a large carrier. This type of shutdown can lead to additional problems for an airline with short-haul, high-frequency service — especially if much of the service touches the directly affected airport.



When inclement weather has the potential to cause significant delays throughout an airline's entire route system, a complete suite of integrated solutions is the only recourse for rapid recovery.



A temporary outage of operations at just one of an airline's main airports initiates a domino effect throughout its flight schedule, potentially causing severe delays and preventing passengers and crew members from arriving in a timely fashion at connecting points within the airline's network.

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systems, such as the airline reservations system, as well as to all impacted personnel such as gate agents and crew. As flight schedules are adjusted to aid in the recovery process, new schedule information can be communicated in real time to *Sabre® Dispatch Manager*, which would alert dispatchers of a need to create and file new flight plans. *Dispatch Manager* can generate flight plans using sophisticated variable cost index algorithms to minimize fuel, ensuring a continued focus on a cost-effective recovery.

Sabre® Reaccommodation Manager helps airline personnel effectively manage displaced passengers. The solution provides viable options for rebooking passengers either on the disrupted airline or another airline, taking into consideration all passenger-prioritization factors such as bookings by loyalty points as well as the type of ticket each individual passenger holds. This level of passenger detail not only minimizes lost revenue due to the displacement, it also promotes customer loyalty.

Sabre Airline Solutions' sophisticated, integrated offerings are an essential part of rapid recovery — along with veteran airline employee expertise — in helping airlines save potentially millions of dollars that could otherwise be lost as the day goes on and normal operations have yet to be restored.

In an age in which costs are increasingly critical to profitable airline operations, the integrated *Sabre Airline Solutions* offerings are specifically designed to save on fuel costs, delay and cancellation costs, incremental costs due to off-plan crew schedules, and passenger compensation and reaccommodation costs while constantly focusing on a quick recovery.

Regardless of where an airline is based, what business model it uses, its size or types of aircraft operated, *Sabre Airline Solutions'* integrated operations systems can help swiftly recover from any irregular operation, no matter how significant. ■

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