

Airline Enterprise Operations Solution



Deliver Your Promise

When a customer purchases a ticket on your airline, a promise is made – to carry them to their destination on time.

To deliver this promise you need a solution that expertly manages and overcomes the complex challenges you face. Challenges such as managing schedule disruptions and synchronizing resources including aircraft, crew, ground personnel and equipment.

Now envision an airline operations solution that makes it possible to seamlessly manage these complexities while also delivering the customer experience you want.

With our enterprise operations solution you have the freedom to:

- Control your entire operation from planning to execution,
- Manage day of operations disruptions efficiently,
- Achieve the lowest operating cost for both normal and irregular operations,
- Provide customers with an experience that exceeds their expectations.

Welcome to *Sabre® AirCentre™ Enterprise Operations*.

The Complete Airline Operations Solution



A seamless end-to-end operations solution focused on improving efficiencies, controlling costs and managing change.

What Is Sabre AirCentre Enterprise Operations

Sabre AirCentre Enterprise Operations is a complete solution that spans airline, airport, crew and customer operations.

It focuses on improving your efficiency, controlling costs and managing change. Through the delivery of integrated flight operations, crew management, airport operations and maintenance planning, you have complete operational control.

Regardless of your business model, the *Sabre AirCentre* suite delivers flexibility and industry-leading capabilities, allowing you to manage your airline the way you want.

Discover how *Sabre AirCentre* can help improve your operations today and into the future.

335+

Sabre AirCentre customers



Operate Efficiently

Achieve The Lowest Operating Cost

From aircraft utilization, to fuel savings, to improved resource productivity, the *Sabre AirCentre* suite allows you to reduce your overall operating cost.

Optimally Manage Change

You can optimally manage change, from planning to execution, and from minor disruptions such as Aircraft on Ground (AOG) to major challenges such as evolving your business model.

Enhance Customer Experience

Our solutions help you define and prioritize your objectives to best serve your customers. With *Sabre AirCentre* you can reduce delays and cancellations, ensure correct staffing at the airport and efficiently reaccommodate your passengers in the event of disruptions.



“By partnering with *Sabre Airline Solutions* and integrating our movement control and schedule management systems we have been able to improve operational decision-making, automate previously manual tasks, deliver integrated information in a simple and easy way and improve our operational efficiency.”

— Jorge Ihnen

Vice President, Flight Operations, LAN

Capabilities

Flight Operations

Crew Management

Airport Operations

Maintenance Planning



Flight Operations

From scheduling the route and aircraft equipment type to the actual journey from origin to destination, the many facets of operations must come together to deliver your promise. Known as flight operations, the preparation and movement of the aircraft, crew, cargo, passengers and baggage through controlled airspace to the destination airport is a complex undertaking that involves the management of many resources.

Our suite of solutions is designed to support your end-to-end flight operation needs. From flight planning to flight tracking, load planning, movement control, aircraft datalink communications and through enhanced operational awareness, you can better manage the complexities of flight operations with *Sabre AirCentre*.



“The savings on fuel alone by just having more efficient flight planning and management will pay for itself in a year.”

— David Cush

President and CEO, Virgin America

source: Bloomberg

Flight Planning

Reduce fuel costs and CO₂ emissions through a more innovative approach to flight planning.

Our industry-leading solution fully automates and optimizes the entire flight planning process. It combines complete data support services: NOTAMS (notice to airmen), weather, airport suitability and airspace restrictions, with real-time alerts to enable you to manage by exception.

With our unique 4-D cost optimization functionality, route, altitude, speed and time are simultaneously analyzed to create an optimal flight path that accounts for fuel costs, CO₂ emissions and delays.

We also have a sophisticated solution to help you manage ground and air messages. Our solution processes air and ground messages in all pairings – air-to-ground, ground-to-air and air-to-air – between ACARS-equipped aircraft and designated ground-based systems.

Key Benefits

- Creates the lowest cost flight plans by utilizing proprietary, industry-leading optimization science,
- Integrates with industry standardized meteorological and navigational data, aircraft situational display and airspace flow control,
- Eliminates costly submission of flight plan distribution through the use of email and Web-based retrieval tools,
- Increased productivity through automation of routine flight planning processes and manage-by-exception alerting capabilities,
- Reduces redundant data entry and the clerical effort to process ACARS-generated messages by facilitating the automatic distribution of accurate data.

Load Planning

Achieve the best possible flight performance by better performing your required weight and balance tasks with our load planning solution. Our load planning calculation helps you determine the optimal center of gravity on your aircraft for maximum fuel efficiency. Baggage and cargo locations on the aircraft can be prioritized, resulting in expedited unloading for quicker baggage delivery or transfer to a connecting flight.

Key Benefits

- Increases productivity of load planners by up to 20 percent over a manual system,
- Increases fuel-related savings through an optimal center-of-gravity calculation,
- Improves passenger, cargo and fuel weight calculations, resulting in optimal load plans,
- Coordinates the work of dispatchers, re-fuelers, gate agents and ramp personnel to efficiently and optimally load the aircraft.



Movement Control

Increase your efficiency by integrating movement control activities with flight scheduling and maintenance control systems. Through this integrated approach, your operations controllers gain a better view of impending operational problems, making the process of resolving them much more efficient.

Our movement control solutions leverage sophisticated aircraft tail assignment algorithms to ensure schedule continuity from planning to operations. During the day of operations, a “what-if” scenario environment for automated and optimized solutions is available to assist when disruptions occur.

Key Benefits

- Improves personnel efficiency by interfacing with your airline’s reservations system to display real-time flight information in a graphically rich, user-friendly interface,
- Increases on-time performance through the communication of movement or irregular operations information simultaneously to other flight operations, aircraft maintenance and reservations personnel,
- Eliminates the need for duplicate data entry thereby increasing user productivity and reducing operating costs,
- Improves traveler experience by reducing operational-related delays and cancellations.

40 percent

of the world’s flights are managed by *Sabre AirCentre Enterprise Operations* solutions

Operational Situation Awareness

Airline operational awareness has evolved from flight following and aircraft situational display to global fleet monitoring, including fleet impact prediction, planned or alternate route evaluation, and air traffic event management. In the air and on the ground, heightened situational awareness allows you to quickly react to irregular operations and proactively address rapidly evolving conditions – in real-time.

For dispatchers, pilots, operations controllers, and executives alike, our solution correlates, visualizes, and gives meaning to key operational data. And this puts decision-making back into your hands.

Key Benefits

- Improve operational performance and better manage your fleet, crew and flight operations through an integrated view of air traffic tools, situational alerts and weather,
- Increase productivity through “management by exception” operations enabled by our powerful alerting engine,
- Enhance your customers’ experience by providing flight and weather tracking on your website and through your mobile applications.
- Maintain compliance by utilizing best-in-class decision-support tools including route analysis, diversion management and holding pattern analysis,



Graphical route editing allows you to quickly model alternate paths to avoid flight impacts such as weather and airspace restrictions.



Crew Management

Crew and labor-related costs are consistently among the top two expenses for airlines. The ability to efficiently and effectively manage your crew directly impacts the bottom line.

Our industry-leading crew management solutions allow you to better control crew-related costs by driving greater efficiencies and improving the crew working experience.

From planning and pairings to bidding and rostering, you can effectively plan your crew operations while taking into account crew training and qualification requirements, pay and crew preferences. We provide advanced capabilities to manage your crew during both regular and irregular operations. Our flexible rules engine and manage-by-exception capabilities minimize the complexity of crew management and enable airlines of all business models. Additionally, we provide a unique crew-facing solution that improves crew quality of life by incorporating personal preferences into the daily operation while also maintaining optimal cost.

“**WESTJET**”

“To support our continuing growth, WestJet required a next-generation crewing system that efficiently and accurately identifies IROP solutions, is intuitive to use, easy to train, scalable for the ever-changing airline environment while ensuring 100 percent compliance to regulatory and business rules.”

— Joseph Leung

Director, Systems Support and Planning, WestJet

Crew Planning

Our crew planning solutions facilitate long-term planning down to monthly planning, enabling you to achieve the lowest possible operating cost while also accounting for crew quality of life. This includes leave planning, which addresses the bidding, awarding and management of leave requests. Training management, which provides support for identification and assignment of training courses. And pairing and roster optimization, which provide support for building an optimal set of pairings and crew rosters based on your specific business rules and constraints.

Key Benefits

- Enhances crew utilization through pairing and roster optimization and leave and training planning, helping the entire crew operations team make better, cost-effective, crew-friendly decisions,
- Effectively plans resources to better operate flight schedule requirements,
- Determines and simulates the potential impact of operational variations such as changes to schedules and equipment types, crew-base locations and other supporting resources with our solution's decision-support tools.

Crew Operations

In crew operations, the goal is straightforward: ensure you have a set of legal and qualified crew for each flight. Our crew operations solutions enable full support for crew scheduling, crew tracking, alerts, crew notification, crew pay and disruption recovery.

Key Benefits

- Uses a flexible rules engine to enable the evaluation and deployment of crew rules at a fraction of time and cost of traditional software development,
- Combines crew schedules and real-time flight data into information-rich displays enabling controllers to know exactly where to focus their attention,
- Eliminates schedule conflicts and reduces open time by managing custom schedules for each crewmember,
- Minimizes time needed to respond to changes and improves efficiency of problem resolution through system-generated alerts,
- Improves disruption recovery capabilities thereby reducing crew-related flight cancellations and delays,
- Reduces crew pay complexity and eliminates pay errors associated with manual processes.



Crew Services

The morale and engagement of your crewmembers are critical components to your operation's success. Our crew services solutions can increase your crewmembers' quality of life by allowing them to more easily access and manage their work schedules.

Bidding, including roster bidding (line and preferential), vacation, vacancy and training bidding can be easily managed through our solutions. Real-time trip trading and crewmember mobile applications are available and designed to improve overall efficiency and provide your crewmembers with the flexibility they desire.

Key Benefits

- Maximizes crew productivity while honoring crewmember preferences,
- Enables crewmembers to check-in for duties, confirm schedule notifications, retrieve new schedules and input leave requests,
- Reduces open trips, reserve headcount and scheduling overhead costs through automated trip trading.

35 percent

of the world's crewmembers are managed by our crew solutions

Operations Of The Future...Today

Imagine your core departments working seamlessly together to better manage flight, airport, crew and maintenance operations. A world where real-time operational awareness, mobility and connectivity solutions shared across departments and among personnel give you complete control of your operations. This enhanced operational control allows you to reduce costs, efficiently manage change and exceed your customers' expectations, even during times of irregular operations.

With *Sabre AirCentre Enterprise Operations*, the future is here today.

Recovery

Operational Situation Awareness

Airport Operations

Crew Management

Flight Operations



Maintenance Planning





Airport Operations

Improve your day-to-day operations and better manage costs with our integrated, end-to-end airport operations and resource management solutions. You can gain real-time decision support to determine optimal staffing levels, generate rostering solutions for complex scenarios, automate employee administration, coordinate gate and ground support equipment (GSE) utilization and more effectively manage disruption recovery.

Our solutions are designed to handle the needs of airlines, airports, ground handlers, caterers, cargo handlers and airport-based government agencies.

“**AIR CANADA** ”

“Increased visibility into operational and resource metrics will enable Air Canada to improve customer service and better manage our costs.”

— Nick Careen

Vice President of Airports, Air Canada

Airport Staffing

Closely monitor all aspects of your airport operations through a user-friendly resource management interface. You can plan and manage staff resources, task deployment and tracking on the day of operations as well as manage long-term resource planning.

Key Benefits

- Determines the most efficient airport staff levels through forecasting and planning capabilities that define standard and complex scenarios based on demand-driven resourcing, company bargaining agreements and regulatory requirements,
- Improves your employees' experience with our self-service portal that enables requesting, viewing and executing of administrative transactions,
- Improves productivity by automatically responding and adjusting resource allocations when schedule changes occur,
- Increases operational efficiency by ensuring you have the right resources at the right place at the right time with our innovative mobile solutions.

Gate Management

Improve your gate management efficiency with decision-support tools that evaluate real-time flight data, weather conditions and other on-the-ground circumstances.

Key Benefits

- Improves on-time performance and efficiency by optimizing aircraft parking assignments through demand-driven resourcing,
- Reduces operational disruptions by proactively addressing potential issues through real-time alerts and automated decision-support.

160,000

employees on five continents are managed by our airport solutions



Maintenance Planning

Better manage your maintenance programs, regulatory compliance requirements, production schedules, material assets and usage, aircraft and technical staff productivity from planning through execution, all while sustaining cost effectiveness and reliability.

Our solutions provide seamless data exchange between maintenance and operations control systems. This real-time data exchange leads to better coordination and decision making between maintenance controllers and movement controllers and improves overall aircraft availability.

Handling, processing, storing and upkeep of compliance-certified maintenance records is mandatory. However, the cost of managing and fulfilling these tasks can be greatly minimized with our streamlined and paperless solution. Any maintenance document in any file format can be entered at its source and made available for processing from any location, using only an Internet connection.

Key Benefits

- Enables you to perform the right corrective action the first time — resulting in fewer “timeless” delays for maintenance,
- Increases aircraft utilization by reducing the number of unscheduled mechanical disruptions and through more proactive rather than reactive withdrawals from service,
- Reduces duplication of effort and “over-maintenance” by programming activities in the right place at the right time and with the right resources,
- Increases efficiency and reduces costs related to the upkeep of maintenance records through a streamlined, paperless solution.

Better Manage Irregular Operations

Even a smooth-running day of operations can instantly turn into one with time and resource-taxing challenges. Finding ways to quickly get operations back on track is crucial to the success of your business.

Our recovery solutions help you create and execute integrated operational recovery strategies that reduce costly delays and minimize the impact to your customers.

Integrated Recovery

An integrated recovery approach is imperative to minimize the overall impact of irregular operations to your airline. Our solutions help you determine the optimal recovery plan across schedules, passengers, aircraft, crew, maintenance and airport resources.

Proactive Planning

With integrated movement control, crew management, airport resource management and passenger-handling systems you can create alternatives for flight delays, cancellations, equipment swaps and diversions. Decisions to cancel or delay a flight are based on the bottom-line benefit to your airline.

Rapid Response

Our solutions use state-of-the-art technology and optimization techniques to automate a consistent and timely recovery across the operation. You can facilitate rapid situation response through just-in-time data flow and enable collaborative decision making to resolve irregular operations as quickly as possible.

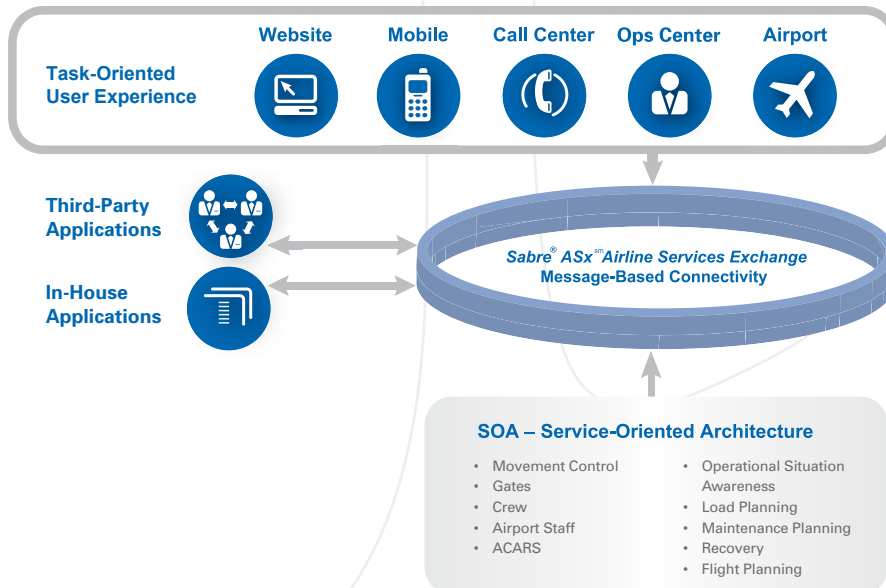


"As we continue on our journey to transform our airline to exceed our customers' expectations, we believe *Sabre Airline Solutions* will provide us the technology and support needed to help Aerolineas operate more efficiently, save money and continue to improve customer service."

— Juan Pablo Lafosse

Chief Commercial Officer, Aerolineas

Our Infrastructure Is Tested, Mature And In Production



With the Sabre ASx Airline Services Exchange, you will get real-time transactions, a natural-language rules engine, local or regional deployment, and flexible and scalable solutions.

Technology

Your technology should facilitate your operations. With our service-oriented architecture and *Sabre ASx Airline Services Exchange* platform, you have the flexibility to adapt your business to meet changing requirements and more efficiently incorporate new technology.

Consistent Innovation

We provide your airline with powerful applications, Software as a Service delivery and high-performance environments. All this gives you the most robust, integrated platform available.

Data Distribution

You can use real-time data throughout your operation to ensure everyone has the same information exactly when it's needed to make the best possible decisions. With our natural-language rules engine, you can create, define and process airline-specific business rules to optimize operational processes.

Data Availability

Having the right data is only the first part of the equation. The data needs to be available throughout your airline so you can action it quickly and consistently. This is especially critical during irregular operations. With the *Sabre AirCentre* suite, real-time operational data is used at all points of your operation.

Flexible, Scalable Solutions

Whatever your business model, the *Sabre AirCentre* suite gives you the ability to improve efficiencies and reduce costs. The scalability of our solution is guaranteed through the use of flexible, modular services-oriented architecture.

Sabre SaaS Advantage

Technology

We give you the freedom to focus on your core mission of profitably serving your customers while we assume the responsibility of managing and maintaining your IT infrastructure.

Our Software as a Service (SaaS) model gives you the flexibility to evolve your technology as your needs change and grow. By choosing our SaaS solutions you gain:



Robust, Scalable Environment

The flexibility and future-ready technology behind our SaaS model allows you to ramp up users, shift the location of your users and add additional solutions as quickly as your business evolves.



Speed Of Deployment

Implementing and upgrading can happen much quicker compared to a traditional on-premise installation. We manage the burden of development and testing, and can quickly implement a new version or even a new solution over the Web. This accelerates adoption and ultimately your return on investment.



Lower Total Cost Of Ownership

You can focus your resources on serving customers while we cost effectively manage your IT infrastructure. You will be able to reduce the complexity and cost associated with software and hardware management and reduce the resources required to run it all.



Simplified IT

Not only are you outsourcing installation, maintenance and hardware management, but also taking advantage of 24/7 application availability, business continuity, tracking and monitoring and security access. All of these core IT functions are provided in our SaaS model.



Seamless Integration

Data needs to be available throughout your airline so you can make informed decisions and quickly take action. With integrated *Sabre AirCentre* solutions, you can use real-time data throughout your operation to ensure everyone has the same information exactly when it's needed to make the best possible decisions.

Join The Largest Airline Community



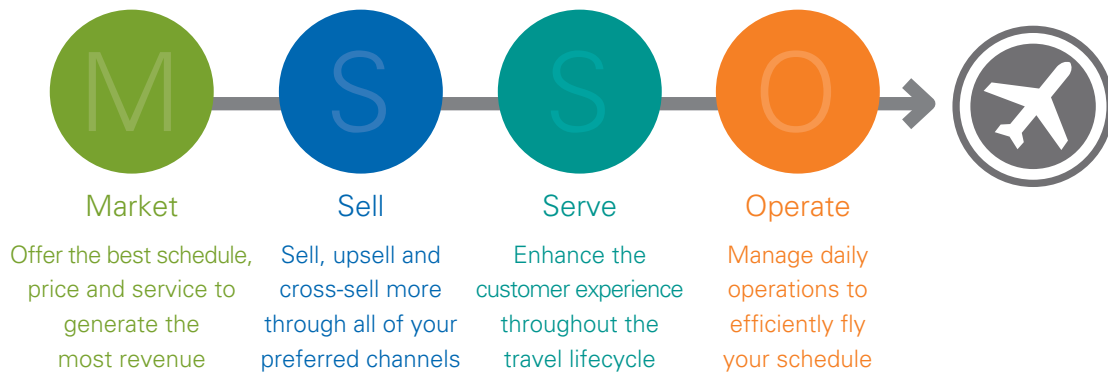
Our community is the voice of the customer driving collaboration, knowledge and shared insight. Multiple online and offline channels provide interaction at all levels for 380+ airline industry companies.

It's not just our solutions that make us exceptional. Our community is the industry's largest, offering both online and offline opportunities to interact with our experts as well as industry peers. Through our community, you can learn from the experience of other airlines and collaborate to set the agenda for future solution enhancements.

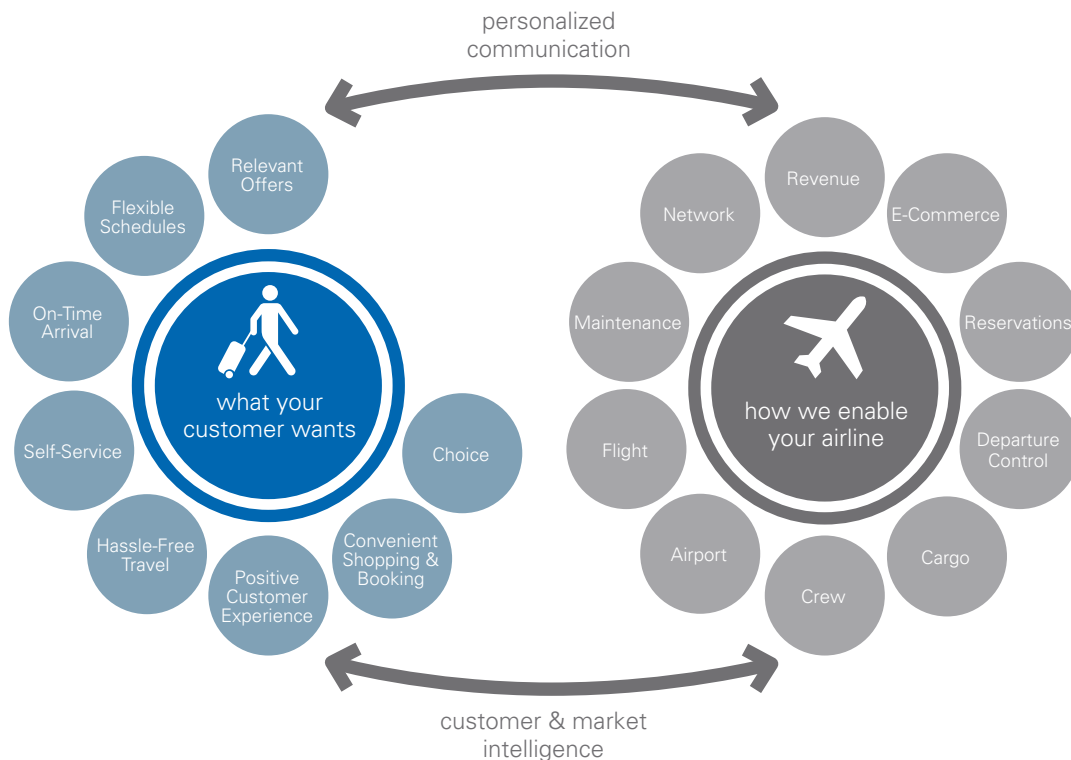
The community provides you with a voice and enables a spirit of partnership that drives collaboration, knowledge and shared insight. Our community provides opportunities for engagement at every level of the organization from front-line analysts to C-level executives.

How Our Portfolio Works For You

It helps you better, market, sell, serve and operate from planning to execution.



It helps you increase airline revenue, decrease costs and enhance the customer experience.



Sabre Airline Solutions: Your Business Partner

Sabre Airline Solutions offers the world's broadest portfolio and the industry's largest Software as a Service platform, giving you more choices and the greatest flexibility. More than 380 airline industry customers around the globe rely on us to help increase revenues, decrease costs and improve customer service.

We believe the relationship begins, not ends, when you select us as your partner. We have a unique delivery methodology that is unmatched in the industry. With our experience in large-scale system cutovers, you can rest assured we will deliver your solutions on time and within budget with the least possible disruption to your operation. Our unmatched expertise and value gives you world-class delivery and customer care to create faster ROI and lower total cost of ownership.

And after delivery, we provide complete 24/7 customer care. Our global customer support facilities are available for you when you need them. We also provide self-help tools online through our one-of-a-kind customer portal.

Sabre Airline Solutions offers your business much more than just a software application. You can choose additional services that ensure you realize the most value from your solutions, such as consulting to help train your staff and align your business with industry best practices. We perform regular health checks to ensure that your systems are optimally used. We will also help you measure the value you receive from the system to validate your return on investment.

About Sabre Airline Solutions

As a complete business partner, we can offer you the right solution no matter your airline's size, complexity, region or business model.

Airlines, airports and aviation organizations partner with us to create a more successful business. Sometimes we help enhance how they sell travel or build new revenue streams. Other times, we help them streamline operations into an integrated, well-oiled machine. Whatever your vision of success, we can help you with solutions for the key business challenges you face daily.

Sabre Airline Solutions is a part of *Sabre Holdings*[®], the world leader in the travel marketplace. This combined power brings several advantages to serve you better:

- Industry leader in all major travel channels — we can create global reach and partnering opportunities better than any other company,
- Innovative, industry-leading solutions — our community is the largest; we collaborate to innovate, know the industry and bring those insights to you,
- 1,400 professionals dedicated to the airline business — we are close to our customers in how we deliver and support, offering expertise when you need it.

Compelling Reasons To Choose Sabre Airline Solutions As Your Business Partner

Transparent Business Partner

A trusting relationship — developed through our deep understanding of customer needs and the airline industry, our continual investment, innovation and financial strength — provides you with the insight, clarity and freedom to transform your business.

The Broadest Portfolio

End-to-end, cohesive software solutions span your entire organization, including commercial planning, customer sales and service, and enterprise operations.

Future-Ready Technology

High-performance Software as a Service — and robust capabilities — power your airline with flexibility, reliability, scalability and seamless integration today, tomorrow and well into the future.

Unmatched Airline Expertise

Our experts around the world — with a passion for the industry — help you identify problem areas and determine the best solutions to generate optimum results.

The Largest Airline Community

Collaborate and innovate with more than 380 airline and airport customers — of all sizes and business models — to leverage unmatched wealth of knowledge for your business.

World-Class Delivery And Customer Care

Client services professionals take a holistic view of your airline to deliver solutions on time and in budget while providing around-the-clock, award-winning, global customer care 365 days a year.

Improve Total Cost Of Ownership


Value from fast solution adoption and unrivaled capabilities helps dramatically lower your costs, grow your revenue and enhance your customers' experience.

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powering progress

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