

2-way Info Sharing via EFB

Structuring EFB data with the end user in mind helps them find and act on relevant information more quickly. The same could be said of two-way communication between the Ops Center and end users. It's possible to not even know that end users need assistance unless you receive real-time information from them.

One U.S airline was repeatedly experiencing tarmac delays when they needed service from third party vendors for common needs such as catering and fuel. This was especially true at their smaller and/or more remote airports.

To resolve this issue, the airline enabled pilots to notify the Ops Center and request immediate attention to avoid a delay. A Tarmac Delay Form on the EFB captured and sent standardized information – in real-time, which expedited the resolution of the issues causing delays. Here are some of the benefits that the airline achieved:

BENEFITS OF INFORMATION SHARING IN YOUR EFB

- ✓ 2-way communication between pilots and Operations
- ✓ Improved operational efficiency and cost savings
- ✓ Real-time data collection from end users

While this is just one real-life example, it shows how powerful sharing information via EFB can be for both end users and operations.

Learn more at www.comply365.com or contact us at marketing@comply365.com.

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Are you enabling info-sharing through your EFB? Let us know how you're communicating with end users.

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