

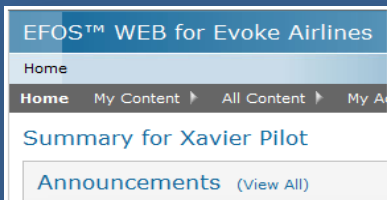
# Electronic Flight Operations System (EFOS)

EFOS is a software solution that enables best practice and professionalism in flight operations management and is geared to enhance safety, communication, compliance and efficiency, whilst reducing costs. EFOS was designed to simplify the difficult task of connecting and involving a dispersed mobile workforce with company management by use of a secure and easy to use system dedicated to that purpose.

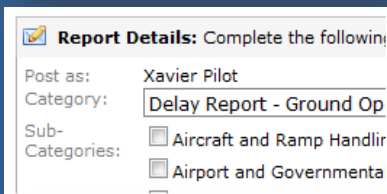
EFOS can complement, or replace, existing legacy systems: EFOS is less expensive and an integrated solution with the benefit of a single service level agreement.

Evoke Systems Limited is a British software company founded in 2001 and is completely focused on the development of software to improve the efficiency of airline flight operations.

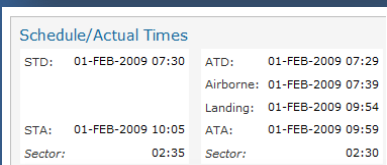
## EFOS Provides:



A single point of contact between the operational crew and their managers;



Each crew member has a dedicated account which provides access to crew notices and the operations library. EFOS includes revision histories, acknowledgement tracking and regulator audits;



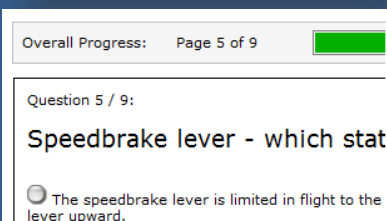
Deviation reports: structured reporting with audit trails visible to originating crew member with trend analysis available to managers and the quality assurance department. Every member of staff becomes a quality auditor of their own domain. The process greatly reduces the time taken for important quality issues to be addressed and thereby enhances the efficiency of the operation;



Electronic Journey Log (EJL): per sector/flight/duty period based records which capture operational data manually and/or by import from other systems. Sector reports are transparent to the operating crew. The EJL uses validated data to enhance flight planning accuracy, produce efficiency metrics, monitor loading, track duty periods and identify on-time performance trends. The EJL is the principal component used for emissions trading reports and benchmarking as mandated by EU ETS MRV plans. EJL data can be exported for use by other systems;



Reports of key data are available to managers in all airline departments via analysis dashboards. Business intelligence is gained by analysis across the whole spectrum of collected data;



Training reports for all events (both initial and recurrent) with each crew member having access to their own training folders. Training can be completed for individuals or groups and provides full audit trails for signature by the trainer, candidate and managers. EFOS tracks expiry dates, and provides data analysis suitable for ATQP;

**Risk Assessment**

Risk Assessment Type Initial Asses

Probability Category [2] Likely

Consequences Category [5] Negligibl

**Section 1/1: Request**

Type of leave

Annual Leave Requested Day(s) Off

Start date 10/08

	Registration	Aircraft Type	Fleet
Edit	G-XXXX	Airbus A320 200	
Edit	G-XXXS	Airbus A320 200	
Edit	G-EVOC	Airbus A320 300	A320

On-line technical exams and surveys which can be distributed to custom groups and setup to collect feedback and opinions: instantly marked with numerous analysis reports available;

Safety and confidential reporting is achieved using easy-to-complete dynamic forms which remain transparent to the originating crew: includes investigation management by safety officers. Safety data can be audited and analysed for risk and trends;

Company forms such as crew leave, sickness/absence, non-company flying, discretion reporting and staff appraisal: all are structured to allow for analysis and auditing;

Easy to use Administration site to control content and membership: external HR systems can be linked to control permissions and single-sign-on with other applications.

Some of the functions above are available off-line using an Electronic Flight Bag of any class (or desk-top computers) with our smart-client installed.

## *Characteristics of EFOS:*

EFOS is fully outsourced with no requirement to employ additional IT support staff, developers or engineers to maintain hardware, monitor availability of service or house-keep networks. The system is securely hosted by industry-leading providers on high specification servers with a track-record of 100% security and availability. EFOS is web-based and universally available to all staff from office, home or hotel using any popular platform or browser.

EFOS uses industry and open standards: it captures and analyses valuable data and can then securely share this with other systems.

All EFOS modules provide detailed audits for internal quality control, regulatory compliance and key data analysis.

Evolve Systems Ltd owns the intellectual property and can therefore offer additional bespoke development to EFOS if there are specific requirements.

## *Cost Benefits:*

- Reduced number of staff who can be released from time-consuming inefficient processes to be more productive and pro-active;
- The same number of staff can support a larger operation: there is no realistic limit to the number of users, flight reports, training records, library books, crew notices or other information that the system can handle. The airline can grow without further investment in supporting infrastructure;
- Less office space/IT support/peripheral services required;
- Fuel cost savings by better flight planning, crew education, loading and performance monitoring. Even very small fuel savings can have a large impact on costs;
- Improvements to fuel hedging policy due to accurate fuel consumption predictions by base/season/city pair;
- Environmental/emissions/tax benefits through less fuel used;
- Fewer resources consumed due to less paper/printing/postage/faxing of key data. As well as reducing the amount of costly paper-based processes, a digital system will improve consistency, reduce errors and eliminate extra work;

- Facilitation of qualification for ATQP: as well as improving training value, training overheads are reduced significantly;
- No requirement to devote time to prepare regulatory audits: these are dynamic and built-in to EFOS.

## *Operational Benefits:*

- EFOS is able to collect data in a structured way to improve business intelligence through the use of intelligent data analysis methods;
- Compliance with EU OPS reporting and auditing requirements: non-compliances may result in punitive action and are expensive and time-consuming to rectify;
- Rapid distribution of safety/security information and reporting/investigation/analysis of these aspects of the operation which, if not adequately managed, can be the most costly of all. EFOS will become an integral part of the client airline's safety management system. The report originator can remain involved and connected to the process, a facet which improves their experience and ability to quickly learn lessons. It also allows the crew member to add follow up information to an existing report;
- Oversight of the operation via management dashboards ensuring the best use of a manager's time and thereby enhancing efficiency;
- The European Emissions Trading Scheme will require accurate and structured data collection to enable a monitoring and reporting plan for all flights. This is a mandatory requirement from January 2010: the consequences of inaccurate or incomplete reporting will be, from a financial perspective, very damaging. All that is needed to comply with the ETS mandatory reporting and monitoring legislation is available in the EFOS Electronic Journey Log.

## *About Evoke Systems*

Evoke Systems Ltd was founded to address a number of operational, communications and auditing challenges that all airlines have to deal with, especially those with many bases and a dispersed workforce. The company is guided by a thorough understanding of the challenges faced by flight operations departments based on real world experience and a track-record of expertise gained through academic research and industrial know-how. Our staff and partners include enterprise solution developers, former CAA Flight Operations Inspectors, airline post holders and pilots.



EFOS has to date been adopted by 15 airlines and an airline maintenance organisation. Knowledge acquired through a diverse and expanding client base helps our company to understand exactly what the end-users, managers and the regulator need from a flight operations management system.