

CEGA Air Ambulance saves with Touch

CEGA Air Ambulance is reaping the rewards of using Vistair's innovative Touch flight crew notice system just weeks after signing up to it.

CEGA, the UK's only medical assistance company to operate its own air ambulance fleet, believes Touch has already given it a superior – and cost-effective – operations manual service, cutting administration times and freeing up senior staff for customer-related duties.

Touch is a powerful notification management system with a single sign-on portal offering access to all the essential information sources for operational personnel.

CEGA's Director of Flight Operations Mark Ponsford is delighted with Touch. "It really is a revolutionary product," he said.

"Our operations manual started off as a simple MS Word document that had grown into something so big and complicated that Word could no longer cope with it.

"Making amendments and ensuring we complied with the regulations was becoming a very time-consuming job, so we needed a solution.

"Vistair is providing that solution and more. We are able to free up the valuable time of our senior members of staff so they can now focus on running the business."

CEGA, based at Bournemouth Airport, has more than 30 years' experience in the business. Each year it handles more than 25,000 medical cases and carries out more than 2,000 medical evacuations. It operates three customised King Air turboprops, making it the UK's largest medically-dedicated fleet.

Mark said using Touch fitted in with the ambitions of the go-ahead business, which is the current International Travel Insurance Journal Awards air ambulance company of the year.

"We used to work with a consultant who wrote our operations manual before we took it in house," he said. "Now we have the benefit of controlling it ourselves with the minimum amount of time.

“We’re one of the first ‘small’ general aviation companies to adopt Vistair’s system. We believe the costs of Vistair managing the administration of our operations manual will be more than saved in our staff time.

“We also expect our CAA inspectors will be very pleased with the system. It helps speed up the process of making any changes, especially when they are urgent. Touch is revolutionary and the printed material is very professional and space saving in a small cock pit!”

Vistair has a strong track record in designing state-of-the-art web-based solutions which are driven entirely by the operational and regulatory needs of airlines.

Touch’s specific benefits include:

- The ability to easily track the readership of flight crew notices and provide an audit trail for each notice
- A seamless login to all the Vistair-managed websites via Touch
- The ability for managers to publish urgent information at any time of day from any location with internet access
- A decrease in administrative time required, removing the administrative burden that comes with manually maintaining email distribution lists
- The improved visibility of critical information, e.g. ability of crews to check at briefing whether a piece of information has been incorporated into the onboard aircraft library
- The ability for a crew to access technical manuals and notices from external internet connections
- Consistent formatting of notices

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Notes to editors:

Vistair is Europe's leading aviation electronic documentation and web solutions specialist.

The company works in four main areas, three of which are based at the headquarters in Bristol.

- Electronic Manuals Service - Managing and updating aviation documents in electronic and hard copy format
- Flight Operations Intranet and communications Applications - Touch
- Airline Safety Management System – SafetyNet
- Web audio visual Airfield Briefings – A pilot orientated briefing tool offering the opportunity to access to a catalogue of audio visual briefings of over 80 airfields worldwide.
- Flight Ops Document Library Services – Vistair's library service at Heathrow builds, collates and amends documentation for Airline clients prior to distribution. Vistair also provides a cost effective airside publications support service aboard more than 150 aircraft throughout the UK.