



bmi MAKES SAVINGS WITH TOUCH

bmi is reaping the rewards of using Vistair's innovative Touch flight crew notice system, including reduced administration time and better distribution of critical information.

The airline, which operates a 70-strong mixed fleet of Airbus, Boeing and Embraer aircraft, previously distributed notices to crews by email and by posting them on its intranet.

But Touch has given it a far superior – and cost-effective – service and Nick Walsh, bmi's Flight Ops Tech Info Manager, is full of praise for Vistair.

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

Nick said: "We identified the need for a new flight crew notice system which would allow the automated distribution of critical information to pilots as well as the ability to view audit trails and track readership.

"We looked at a number of solutions including adapting our existing company intranet for the task. However, Touch came out on top for a number of reasons. We already used Vistair for our manual authoring and aircraft servicing so Touch tied in nicely with our existing resources, such as the online flight crew manuals.

"Additionally, compared to other solutions out there at the moment, we were impressed by the level of innovation exhibited by Vistair in developing the system and the way in which the end product can be customised by the airline through administrator settings rather than using software development time."

Nick says bmi has enjoyed a number of benefits since using Touch and believes other airlines should seriously consider the system.

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“Touch provides the ability to reduce administration time, increase the availability of critical information to the airline at any location and bring together access to electronic resources in one place,” he said. “bmi has derived great benefits from Touch in the area of crew communications.”

Specific benefits for bmi from using Touch 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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