

# Expanding the business and reducing costs

**Summary:** European airline operator CityJet has adopted an electronic flight bag for its pilots which has transformed the way it operates, and provided key benefits including cost, time and resource savings.

## Background: From paper to pad

Established in 1993, CityJet is a key European regional airline based in Dublin, Ireland, that provides wet leasing and charter flights across Europe, employing over 800 people.

By law, all pilots are required to carry specific documentation each time they fly. This documentation has traditionally been carried in paper form, meaning their flight bags contain thousands of paper documents, weighing over 50 kg on average—a weight that only increases as the pilot racks up more air miles.

CityJet wanted to replace the manual flight bag with an electronic one and appointed CWSI, in partnership with Eir Business, to implement a fully mobile secure solution. This solution had to be 100% accessible for those who need it, as well as integrating seamlessly with key systems that the airline uses for operational and regulatory purposes across the whole of Europe.

Ultimately, CityJet required a secure, yet easy-to-access, user-friendly system on a mobile device, with an affordable data roaming agreement due to usage across all European countries.

## Solutions: Making the switch to the Electronic Flight Bag

The Electronic Flight Bag has mobilised a critical function within the airline's operations by replacing the pilot's traditional heavy flight bag with an iPad that integrates with key authorised systems and can be used throughout Europe thanks to comprehensive roaming agreements.

Working in partnership, Eir Business and CWSI conducted a series of discovery workshops with CityJet to understand its specific requirements, challenges and long-term mobility objectives in order to deliver a cost-effective mobile solution that worked for the airline.

The integrated solution included a Mobile Device Management (MDM) service, Mobile Data Management (secure internet access) and a roaming data package, and was rolled out working closely with CityJet throughout the entire process. The tasks ranged from managing the logistics of getting the mobile devices (iPads) provisioned, to the MDM policies that would be applied to them. This fully managed approach resulted in a quick approval turnaround time for implementation, allowing the airline to continue on to the next phase of the project: fleet-wide implementation.

*The benefits of moving to an integrated mobile solution are plentiful. – We save time, money and resources which has enabled us to add more flight routes, contributing to the continued growth of our business.*

**David Cadenhead**  
CIO  
CityJet

*Thanks to CWSI's solution, CityJet has been able to reduce weight on the plane by over 45 kg per flight, which means a big reduction in fuel consumption over the course of a year.*

## Security and Usability

CWSI's integrated solution means that CityJet can control how mobile data is accessed through the iPads. With all applications restricted to WiFi, only the Electronic Flight Bag app can be used to communicate over the mobile network. This gives the airline control over mobile data consumption while allowing the pilots to use the iPads as they wish when connected to WiFi.

## Results & Benefits

Now working across all of CityJet's fleet, the electronic flight bag incorporates manuals, documents, navigation and other tools all on an iPad, without having to deal with the inconvenience of paper. It saves space, effort and time. As a result, CityJet is experiencing some great benefits from a big improvement in productivity that are directly impacting its bottom line

### Business Expansion

CityJet pilots can now operate flights to more destinations, with the mobile solution reducing the airline's timelines for opening new flight bases. For example, the system has supported CityJet's business expansion into Scandinavia, where it operates flights to over 40 destinations in partnership with Scandinavian Airlines (SAS).

### Dramatic drop in paper costs

By switching to a completely digital solution for the flight bag, CityJet has removed an enormous amount of paper from its operations. This in turn has led to a reduction in costs associated with paper, printing and ink, as well as dramatically cutting down on costs associated with the delivery of documents to pilots all over Europe.

### Big savings in jet fuel

With documents in digital format, the Electronic Flight Bag now weighs just a fraction of its earlier counterpart. It also saves space compared to the bulky traditional flight bag. Thanks to CWSI's solution, CityJet has been able to reduce weight on the plane by over 45 kg per flight, which means a big reduction in fuel consumption over the course of a year.

The introduction of the Electronic Flight Bag has been a game changer in the way CityJet's pilots carry, view, edit and review their required flight documentation.

The innovative solution has been such a proven success for CityJet that it even won the Tech Excellence Mobility Project of the Year award in 2016

## Key Benefits

Key benefits

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## Why CWSI?

Our team at CWSI are unrivaled in their depth of knowledge and technical expertise to create tailored solutions to clients' requirements.

We provide MDM support as well as professional services and solution architecture, working across all industry sectors for many of Ireland and the UK's most respected organisations. Our solutions are leading edge and we stand by the quality of the work we deliver and our operational management.

**"Mobility is at the core of everything we do"**

Contact CWSI,  
let's talk **Mobility**  
[www.cwsi.ie](http://www.cwsi.ie)  
[info@cwsi.ie](mailto:info@cwsi.ie)  
**+353 (0)1 2932 500**