

Irregular Operations Recovery Solutions



TAKE CONTROL OF OPERATIONAL DISRUPTIONS

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[VP Network Operations Center]

— Karp, Gary. "5 reasons United might finally be improving its on-time rate."

Chicago Tribune. 12 Nov 2015. Web.



RECOVER FROM IROPS QUICKLY AND EFFICIENTLY

Protect your revenue, customers, and brand

Network Disruptions

Manage multi-hub IROPS recovery decisions

- Quickly generate optimal flight cancellation, delay, swap, and diversion options
- Solve real-time and plan-ahead disruptions
- View and solve from a disruption dashboard
- Solve by scenario-based network disruptions
- Edit the solution based on your experts' insights
- Minimize the impact to costs, customers, crews, and connections
- Improve on-time performance by getting back to normal operations sooner
- Communicate solution options with stakeholders
- Commit the solution

Schedule Optimization

Add, swap, and consolidate flights up to the day of departure

- Leverage near-term revenue opportunities by aligning the flight schedule with passenger demand
- Add flights based on increased demand
- Swap equipment to right-size demand with seats
- Cancel/consolidate flights with low passenger load factors and other KPIs
- Repairs the flight schedule disruptions caused by such changes
- Provides spilled passenger rebooking options, as well as costs and penalties
- Adheres to all operational restrictions

Solve disruptions with least-impact recovery solutions

“Technology will play a big role in **improving reliability**.... For example, [United Airlines] added **new [Aircraft Recovery Optimizer] software to better proactively cancel flights** as a storm approaches, based not only on United's flight schedule but the schedules of competitors.

Before having that software, United probably canceled more flights than it needed to, Lee said [Tracy Lee, VP Network Operations Center]. The new tool identifies the **best flights to cancel that will disrupt the operation the least**, he said.”

— Karp, Gary. "5 reasons United might finally be improving its on-time rate." Chicago Tribune. 12 Nov 2015. Web.

U.S. FLIGHTS MANAGED

>18%

BY SLICKOR IROPS
RECOVERY SOLUTIONS

ATC Programs

Optimize ATC slot substitutions to minimize passenger and crew impact

- Optimize slot substitutions for ATC ground delay programs, airspace flow programs and CTOPS programs
- Generate an optimal slot substitution plan for hundreds of flights in seconds
- Minimize passenger delay minutes and missed connections
- Minimize crew time-out disruptions
- Considers downline implications for aircraft, passengers, and crew
- Considers high priority flights and markets, restrictions, preferences

Passenger Disruptions

Optimize passenger itinerary recovery during irregular operations

- Detect and solve real-time passenger disruptions based on cancellations, delays & swaps
- Assess the impact of what-if cancellations, delays & swaps
- Minimize passenger delay minutes, kick-outs, and the associated costs
- Analyze detailed metrics from multiple solution options, driven by business & passenger rules
- Customized integration with your reservations system

Gate Disruptions

Detect and resolve real-time gate disruptions

- Solve real-time gate congestion and violations before they disrupt on-time performance
- Minimize further disruptions with robust solutions that provide optimal gate rest
- Analyze, edit, communicate, commit the gate solution

Aircraft
Recovery
Optimizer
\$10M

Gate Recovery
Optimizer
\$3M

ATC Slot
Optimizer
\$12M

Yearly savings for a large airline

SLICKOR Solutions

AIRCRAFT RECOVERY OPTIMIZER

Manage complex IROPS recovery decisions

SCHEDULE OPTIMIZER

Leverage revenue opportunities via add, swap, and consolidate flights up to the day of departure

CANCELS OPTIMIZER

Manage large-scale flight schedule reductions

ATC SLOT OPTIMIZER

Optimize ATC slot substitutions to minimize passenger and crew impact

PASSENGER RECOVERY OPTIMIZER

Optimize passenger itinerary recovery during irregular operations

GATE RECOVERY OPTIMIZER

Detect and resolve real-time gate disruptions on the day of operations

IROPS Recovery Optimization Solutions

Aircraft • ATC • Passengers • Gates



Learn more at www.slickor.com

Contact us at info@slickor.com or call +1.800.965.6560

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13785 Research Blvd, Suite 125
Austin, Texas 78750