

The Future of Airline Operations

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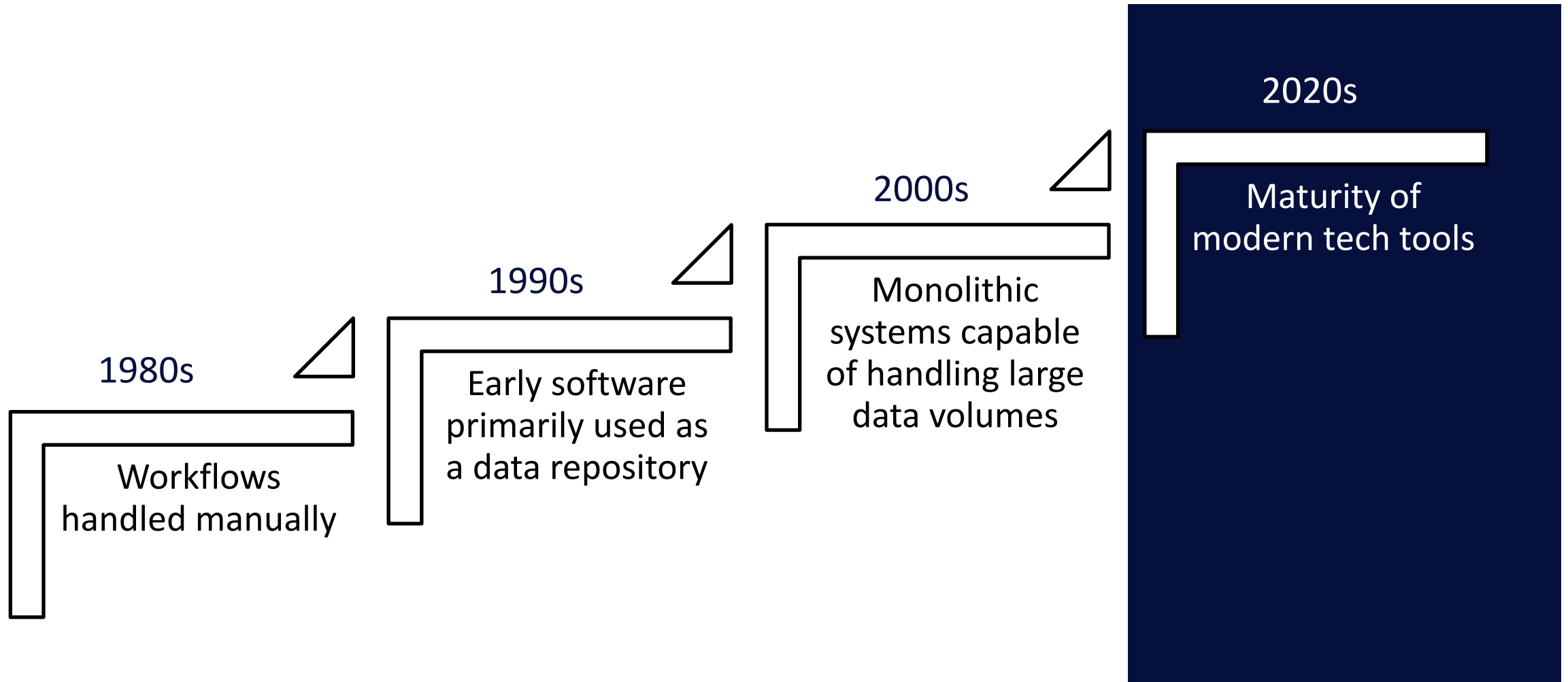
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Agenda

1. What are we seeing?
2. What does it mean?
3. How do we serve our customers?

Technology Evolution



Pandemic Outcomes

Workforce Turnover



Institutional knowledge loss

Infrastructure



Delayed modernization

Operating Environment



Dynamic and unpredictable

Operating Expense



Budget constraints

Inflection point

Past 30 years

Today

Next 30 years

Slow pace of technology change

Business processes drive performance

Operations run more or less the same way

Rapid pace of technology

Dynamism and uncertainty will persist

Flexibility in approach required

Decision Criteria

Technology

- Cloud
- Services
- Modularity
- User experience
- Intelligent automation
- Data integration

Airline Operations

- Balance between people and machines
- Breaking down silos
- Real-time decision making
- Seamless disruption management
- Open to continuous learning and adaptation

CAE Innovation

The screenshot displays the CAE Task Board interface. At the top, it shows the title 'CAE Task Board' and a notification bell icon. The main section is titled 'Alerts' and features three summary boxes: 7 Critical (red triangle), 3 Warning (yellow circle), and 1 Information (blue circle). Below this, there are three columns representing different time intervals: '0 - 1 hour', '1 - 8 hours', and '8 - 24 hours'. Each column contains several alert cards with details such as flight numbers, routes, and specific issues like 'Airport Closure at ORD', 'Activity Overlap', and 'Departure flow rate restriction violated'. On the right side, there is a detailed view for flight '1C - 1029', including its route (BOS to SJO) and a 'Generated Recommendations' section. This section shows various metrics like 'Total Cost', 'Crew Preserved', 'Pax Preserved', 'Disrupted Maint.', 'Flights Delayed | Cancelled', and 'Flights Affected'. Below the metrics is a Gantt-style chart showing flight timelines and recommendations for flight 1C-1029 and other flights like 1C-262, 1C-771, and 1C-772. At the bottom of the detailed view, there are buttons for 'Generate Again' and 'Publish'.



Thank you!

CAE