

# DELEGATE INFORMATION BROCHURE



17th ANNUAL FLIGHT OPERATIONS CONFERENCE  
3rd & 4th December 2024, Radisson Hotel & Conference Centre, London Heathrow UK

**AIRCRAFT**  
COMMERCE

**aircraft** IT  
MAINTENANCE – OPERATIONS

# WELCOME



Keynote Presentations/Case Studies



Software Demonstrations

We are delighted to welcome you back to the 17th Annual Flight Operations Conference. As always, we have seen and overcome challenges in the past year; but the focus of this event is on building resilience, grasping the future and the exciting opportunities it offers.

Today, it is clear that that Flight Ops cannot function without digital processes. In addition to the collection of data to support efficient processes and decisions with integrated and enhanced IT platforms, there are safety and efficiency benefits to be gained. The challenge, for airlines and operators, is how to unlock those benefits. Meanwhile, the continuing drive to carbon net zero is high on the agenda for most governments which also puts it high on the agenda for Flight Operations. Conflicts continue to close airspace and fuel costs, although below their peak, remain volatile. The cost-of-living crisis with, political and economic uncertainty contribute tangential but real challenges for those operating aircraft.

This year's Flight Operations Conference offers a great chance to discover and share answers to meet these challenges. As importantly, it also looks to an exciting future with processes and tools for planning and building long-term resilience. Key-note subjects discussed will include digital flight deck and operations, sustainable aviation, the latest real-time flight deck Apps, on-ground and flight deck connectivity, the latest ATC developments, integrating flight ops with M&E using ETLs, the latest aircraft and engines types, and lots more.

As well as demos of the latest, leading digital solutions and Apps, the conference offers unique opportunities for airlines and operators to meet leading flight operations solution vendors in the exhibition hall, discuss the challenges they face and their priorities. The conference agenda will offer the chance to hear from airlines and operators who have already started on the path to a digital future as they share their experiences. There will also be the established line-up of industry experts, and more to help you unravel and understand what is happening in Flight Operations today and the exciting opportunities available to airlines and operators in the future.

We are excited to see you in London in December.

**Ed Haskey | Events Director | Aircraft Commerce**

## CONFERENCE HIGHLIGHTS

This conference provides you with a number of fantastic opportunities:

- A Two-Day Agenda of case studies and keynote presentations, sessions; covering the latest trends and developments in this rapidly developing and crucial sector of the industry.
- Exhibition Area: 40+ leading Flight Operations IT Vendors are showcasing their latest digital solutions. Demo all the leading solutions in just 2 days. See overpage for a full list of vendors exhibiting their solutions.
- Join 350+ attendees: Network with your peers at airlines, Operators, OEMs, IT Vendors, Regulators and Consultants from across the EMEA region and beyond - share experiences and ideas.

# EXHIBITORS

## DOUBLE PLATINUM EXHIBITORS



## PLATINUM EXHIBITORS



## GOLD EXHIBITORS



## SILVER EXHIBITORS



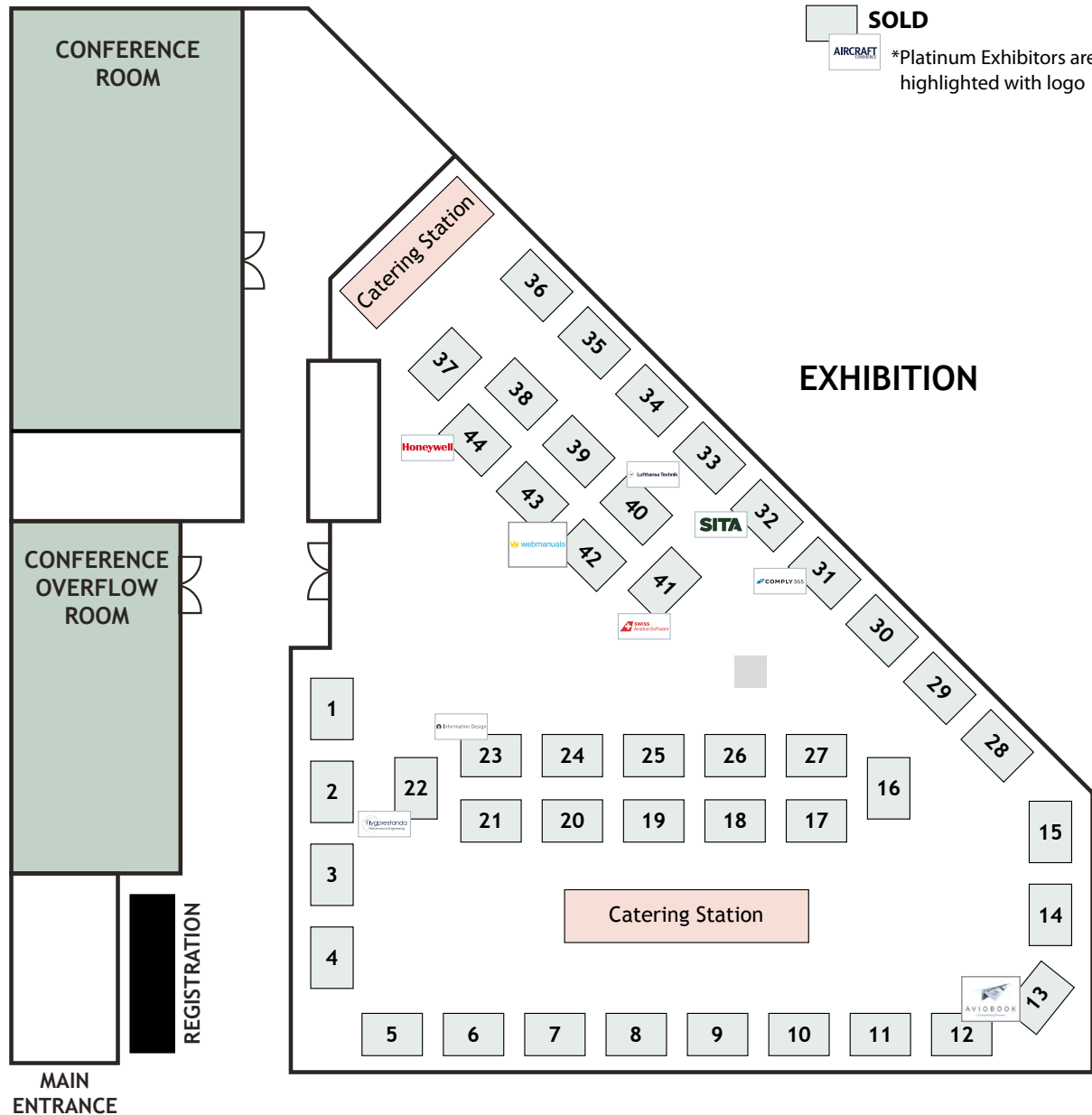
Conference App is provided courtesy of



Conference Lanyard & Badges are provided courtesy of



# CONFERENCE FLOORPLAN



# SOFTWARE DEMONSTRATIONS



A key benefit to this event is that it allows airlines aircraft operators, and OEMs with an excellent chance to review and demo all the major software and hardware solutions in one place, in 2 days. Extended refreshment breaks provides time to browse the exhibition area, and:

- Demo the different Flight Operations solutions from the world's leading vendors and discover how they could benefit your company.
- Try out the latest system upgrades and add-ons to compliment your existing systems.
- Discuss with the exhibitors how best to overcome any problems you may be having with your current systems.



Systems available to demo in the Exhibit Hall include:

- **Sustainability:** Fuel Efficiency Solutions, Real-Time Flight Deck Apps
- **Digital Manuals and Content:** Flight Ops Doc Management, Apps for Engineers and Pilots
- **EFB:** Latest Full Systems, Pilot Apps, Real-Time Flight Deck Data, Aircraft Performance
- **ETL / ELB:** Pilot, Crew and M&E solutions and Apps from all Leading Suppliers
- **Flight Ops:** Digital OCC Apps, Flight Planning, Connectivity, Real-Time Weather
- **Data Analytics:** Predictive Analytics, Digital Twins, Reliability Reporting
- **Digital Innovations:** Mobile Device Management, Data Exchange Platforms, and more

# AGENDA



**Prize Draw Session -  
win US \$ 300.00  
Amazon voucher**

The two-day agenda includes keynote presentations, case studies, interactive workshops, and IT Vendor Showcases; all delivered by airlines, aircraft operators, OEMs, MROs, Consultants, Regulators and IT Vendors to provide delegates with varied and interesting insights into the key topics in this constantly evolving aviation sector.

## TUESDAY 3RD DECEMBER 2024

08:00-08:55	<b>REGISTRATION, BREAKFAST, SOFTWARE DEMOS</b>
08:55-09:00	<b>Chairman's opening remarks</b>
09:00-09:30	<p><b>CASE STUDY: SunExpress Airlines - Implementation of EFB &amp; Data Management Solution</b></p> <p>In this case study SunExpress walk us through their recent RFP process and decision to implement the skybook EFB and Ground Portal across the airline's fleet of Boeing 737 aircraft. Part of the implementation process is the direct integration of data between skybook and LIDO Flight 4D. You will learn about their bespoke requirements focusing on a comprehensive EFB summary page, including data for flight and route info, weights, METAR/TAF and MEL. Also including a detailed fuel order page, allowing for adjustments of load and fuel management by the flight crew. You will also learn about some integration benefits such as with RiverX for the fleet schedules constantly changing parameters.</p> <p><b>Orhun Sezgin, EFB Specialist, SunExpress</b></p>
09:30-10:00	<p><b>CASE STUDY: Icelandair - An evolving and Collaborative Digital EFB Program Built around Advanced Connectivity</b></p> <p>In this case study, Icelandair takes us through its extensive Digital EFB program which has been built around advanced flight deck connectivity utilizing sophisticated hardware in the flight deck. The presentation will run through how the EFB program has evolved over the last 20 years, and how during that time has become a collaborative project, within the airline. You will learn about the hardware, software, and real-time data Apps the airline uses, and then see use cases and workflows from keys users: EFB Admin, Line Mechanic, Pilot, and Safety Management.</p> <p><b>Alvar Sverrisson, Project Manager &amp; EFB Admin, Icelandair</b></p>

# AGENDA

10:00-10:30	<p><b>CASE STUDY: British Airways - Transforming Flight Operations with Real-Time Weather Data</b></p> <p>Historically, British Airways has relied on weather reports generated earlier in the day. As rapid weather changes started impacting operational efficiency, the airline saw the opportunity to bring in real-time weather insights into their workflow. After extensive consideration, British Airways implemented The Weather Company's Fusion flight tracking solution in the Integrated Operations Control Centre and the Guidor EFB, powered by The Weather Company's weather data, for pilots. The implementation delivered comprehensive real-time weather insights along flight paths both before departure and enroute, and enabled precise and synchronized weather updates between ground teams and pilots.</p> <p>In this presentation, British Airways will share the journey of integrating these cutting-edge technologies. You will learn how real-time access to weather data allows pilots and flight planning teams to make more efficient decisions, optimize flight paths, and enhance operational resilience. As part of the airline's £7 billion transformation programme, these advancements underscore British Airways' commitment to embracing new technology to improve safety, efficiency, and passenger experience.</p> <p><b>James O'Boyle, Flight Dispatch - Business Development Manager, British Airways;</b>  <b>Nick Walker, Flight Support Lead, British Airways;</b>  <b>Alex Lane, Training Co-Pilot, British Airways</b></p>
10:30-11:15 <b>REFRESHMENT BREAK AND SOFTWARE DEMOS</b>	
11:15-11:45	<p><b>CASE STUDY: Vueling Airlines - Implementing AOC Datalink for Operational Fuel Efficiency through Automation of Preflight Phase, plus Tailored Real-Time Wind Uplinks</b></p> <p>In this case study, Vueling will present its fleet wide experience with the implementation of an AOC datalink service, from NAV Flight Services. As you will see, this has allowed the airline to move from purely manual preflight FMS initialization towards an integrated and automated solution going beyond industry standards. The presentation will walk us through the initial motivation and business case, technical and operational challenges, all the way to evaluation of the benefits after more than one year of operations. As you will learn, the implementation was achieved in very short timeframe, following an agile approach from both the airline and supplier, on the way from concept definition through to entry into service. You will also see how the solution also provides Vueling with tailored and real-time wind uplinks delivered to the pilots in the flight deck via the FMS.</p> <p><b>Laura Perez Bermudez, Flight Operations Engineering Manager, Vueling;</b>  <b>Jasone Echanojauregui Garriga, First Officer, Vueling</b></p>
11:45-12:15	<p><b>CASE STUDY: Wizz Air - Improving reliability and efficiency of fuel planning with Statistical Fuels</b></p> <p>In this case study, Wizz Air present how the airline has improved the reliability and efficiency of its fuel planning using Statistical Fuels. As you will see, through ML and Big Data integration, Wizz Air has optimized fuel management, resulting in more precise fuel predictions and cost savings without compromising safety aspects. This data-driven approach ensures compliance with regulatory standards while supporting the airline's sustainability and operational goals.</p> <p><b>Jaime Romero Waldhorn, Fuel Efficiency Manager, Wizzair</b></p>
12:15-12:45	<p><b>CASE STUDY: Trade Air - Revolutionizing Flight Ops with a Fully Customizable and Integrated EFB Solution</b></p> <p>In this case study, Trade Air, ACMI operator from Croatia, showcases how the airline has transformed its flight operations through seamless integration and powerful customization, utilizing the EFBOne solution from International Flight Support. During the presentation Trade Air will describe their experience using NEO, EFBOne's advanced customization tool, which allows the airline to tailor every aspect of the platform, from layout and field customization (headers, placeholders, field types, coloring) to the logic of how fields interact. Additionally, you will see how TradeAir has gained full control over the dataflow, deciding where, when, and in what format data is sent to other third party solutions; plus how EFBOne admin interface allows TradeAir to design their own flight reports utilising report editor. Join TradeAir in this presentation to learn how the airline leverages EFBOne and tools to optimize efficiency and enhance the overall flight experience.</p> <p><b>Marco Vučinić, Head of OCC, Trade Air</b></p>
12:45-14:00 <b>LUNCH BREAK AND SOFTWARE DEMOS</b>	

# AGENDA

14:00-14:30	<p><b>CASE STUDY: British Airways - 10 years of eTech Log (ELB/ETL) operations</b></p> <p>In this case study Scott Falkiner, Tech Eng - eOperations, will present the BA story. Scott will discuss the fleet implementations through to live ops support on BAs large and diverse fleet. He will reflect on the transition to ELB Mobile from the early class 3 eTL of the 787 fleet, the adoption of ELB Mobile on the A350 fleet at Entry Into Service, through to the more recent single aisle deployment. Hear how the short haul operational workflows differ from that of long haul, and how ULTRAMAIN ELB supports BA's specific needs. With over a decade of eOps oexperience, Scott will talk retrospectively about the business benefits, with a twist on how to approach the justification.</p> <p><b>Scott Falkiner, Tech Eng - eOperations, British Airways</b></p>
14:30-15:00	<p><b>CASE STUDY: Blue Islands - Utilizing an Electronic Logbook (ETL/ELB) Solution on Short Sectors</b></p> <p>Blue Islands operate a fleet of ATR aircraft, flying routes mainly in the UK, but also with some international flights. The route network can result in one ATR aircraft flying as many as 12 sectors in one day. With such short sectors, the airline identified the need for an Electronic Logbook (ETL/ELB) solution to facilitate quick turn arounds whilst maintaining safety and fulfilling regulations. In this case study, Blue Islands will walk us through a typical sector using its ETL/ELB solution from Conduce, including aircraft based on different islands with very differing support/infrastructure. You will also see how the solution feeds real-time data back to the airlines maintenance management system, allowing the airline to see real-time status of its fleet; plus a review of the regularity approval process, from flying with both paper and digital logs, to fully removing the paper processes.</p> <p><b>Mark Penton, Chief Technical Officer, Blue Islands</b></p>
15:00-15:30	<p><b>CASE STUDY: Swiss International Air Lines - Digital to Digital, transitioning from one Electronic Technical Logbook (eTL) to another</b></p> <p>In 2016, SWISS went live with CROSSMOS eTL and has since successfully been using the cockpit and cabin electronic logbooks on the entire fleet. Never touch a running system, right? In this case wrong, SWISS plans to go live with AMOSeTL in early 2025.</p> <p>In this session, SWISS shares why it chose to replace their current eTL with a different product and what factors drove the decision to select AMOSeTL. You will learn about the experience of being a development partner for a brand-new AMOS feature and the challenges of migrating from an established tool to a new solution. Buckle up and join SWISS on their digital journey.</p> <p><b>Mario Wenger, Head of TechOps App &amp; Hardware Management, Swiss International Airlines; Katharina Staaks, Project Management Technics, Swiss International Airlines</b></p>
15:30-16:15	<p><b>REFRESHMENT BREAK AND SOFTWARE DEMOS</b></p>
16:15-16:45	<p><b>CASE STUDY: Braathens - Leveraging EFB technology to give pilots real-time decision support in all phases of flight with on-device trajectory optimization and contrail avoidance</b></p> <p>In 2024 Braathens, the Swedish airline operating a modern fleet of 21 Airbus A319/A320's and ATR72-600's, selected #LORETTA from Skykeys as their new FPO Trajectory Optimization solution to be implemented fleetwide during Q2-2024 on their EFB units. This case study focuses on the selection and implementation processes, and now that the solution is live showcases early results and efficiency gains.</p> <p>As you will see LORETTA presents advanced optimization functionalities to the crew as it is built as an intuitive flight instrument - this offers easy pilot interpretation, as it considers not just the climb phase but optimizes the combined climb, cruise and descent phases based on the precise aircraft weight, actual CG and high resolution 4D weather data. It also facilitates optimization calculations during the cruise phase as it is an off-line capable application carrying all the necessary data sets to support re-calculations in-flight. This enables the crew to re-calculate the flight's optimization profile based on best economy or changing tactical conditions. The solution does not make decisions for pilots but it empowers them to quickly find the best optimum flyable Trajectory profile under consideration of multiple parameter conditions.</p> <p>Additionally a sustainability feature is the state-of-the-art Contrail Avoidance technology, enabling pilots to avoid flying in air masses which generate harmful contrails which will stay and spread out during nighttime and reflect energy back to the surface of the earth which increases global warming significantly.</p> <p><b>Capt. Jens Nilsson, Capt A320 &amp; EFB Manager, Braathens</b></p>



# AGENDA

16:45-17:15	<b>CASE STUDY: Universal Air - Elevating Precision in Flight Operations with Intuitive W&amp;B and Performance Solutions</b> Universal Air, the Mediterranean airline and ACMI/Charter operator utilising the versatile Dash 8-400 fleet, is committed to optimising flight operations through innovative solutions and cutting-edge technology. To achieve this, the airline has switched to DynamicSource to implement an accurate and intuitive stand alone application that utilises up to date OEM data to achieve maximum performance gains from challenging airports. <i>Karl Brady, Head of Airline Operations, Universal Air;</i> <i>Mark Firth, Director of Flight Operations, Universal Air</i>
17:15-17:45	<b>Pilot and Recruitment Keynote: Using Pre-Screening and Assessments to Recruit and Retain Pilots and Key Operational Staff</b> Successful Flight Operations is built around key operational staff and flight crew. Hiring the right staff and subsequently retaining their services is a challenge facing most airlines and operators worldwide. This presentation delves into how using innovative pre-screening and psychological assessments aligned with IATA guidance and tailored to each airline's unique operations can ensure the right staff are hired which ensures a higher retainment rate <i>Senior Manager, Aircraft Commerce Recruitment</i>
17:45-19:30	<b>COCKTAIL RECEPTION AND SOFTWARE DEMOS</b>

# AGENDA

WEDNESDAY 4TH DECEMBER 2024

08:00-08:55	<b>REGISTRATION, BREAKFAST, SOFTWARE DEMOS</b>
08:55-09:00	<b>Chairman's opening remarks</b>
09:00-09:30	<p><b>eVTOL / AMM Keynote: The Current State of the Market, and the Airline Business Case</b></p> <p>As more and more eVTOL and AMM programs move forward, and we have started to see orders come in, there is still a lot of confusion and fog surrounding the how these aircraft will fit into the current commercial aviation operating environment and what benefits they will bring to airlines. In this presentation AMM experts EA Maven provide an overview of the current market, including active programs, which aircraft are the most mature, an analysis of orders, etc. The presentation then turns to the specific airline business case - how can airlines benefit? Using a potential UK route network, you will see whether these aircraft will open up new route opportunities to new destinations previously unserved, or whether they can feed passengers to existing hubs.</p> <p><b>Darrell Swansson, Co-Founder, EA Maven, Jarek Zych, Co-Founder, EA Maven</b></p>
09:30-10:00	<p><b>Aviation Emissions Regulations Keynote: The Latest EU Regulations Regarding EU/UK-ETS and ReFuel EU / Sustainable Aviation Fuels (SAF); Plus, an outlook on Non-CO<sub>2</sub> Climate Regulation for Aviation</b></p> <p>In this presentation, Guido Harling provides an update EU/UK-ETS regulations - what should airlines do to remain compliant regarding the various emissions reporting schemes, and what changes are in store for the 2025. You will learn how to obtain SAF emissions reduction claims and what to report under the new ReFuel-EU regulation. Finally, Guido looks at the topic of non-CO2 climate regulation from the EU. What is the latest science of the climate impacts of non-CO2 effects from aviation? What measures are being developed to mitigate them and how are regulators planning to address the issue?</p> <p><b>Guido Harling, CEO &amp; Founder, ETS Verification</b></p>
10:00-10:30	<p><b>CASE STUDY: Lufthansa CityLine - Complex Data structures and how AI can support Flight Operations Documentation</b></p> <p>In aviation, staying compliant with rapidly changing regulations like IOSA, EASA, and FAA is a constant challenge. Frequent audits and continuous updates to flight operations documents make manually tracking and linking relevant content daunting. This case study explores how AI can revolutionize compliance management, using an IOSA audit to show how it streamlines the process for efficient, accurate regulatory compliance.</p> <p><b>Dominik Weber, Head of Flight Operations Support, Lufthansa CityLine; Ilona Goldmann, Flight Operations Documentation Officer, Lufthansa CityLine</b></p>
10:30-11:15	<b>REFRESHMENT BREAK AND SOFTWARE DEMOS</b>
11:15-11:45	<p><b>CASE STUDY: Atlantic Airways - Using one Solution to Digitize all Flight Ops and Companywide Manuals and Documents; Plus monitor Compliance</b></p> <p>As part of its digital transformation drive, Atlantic Airways has recently implemented Web Manuals, a digital solution for creating and distributing manuals and procedures. In this presentation Atlantic Airways outline why it chose to implement a digital document management and compliance monitoring solution, the set-up process, training, and now the solution is live, the operational benefits. You will hear one of the main reasons for choosing Web Manuals was the ability to automatically link compliance while editing documents. Implementing a digital system means that the laborious task of manually monitoring and updating regulatory requirements becomes a thing of the past as this process is now automated, saving time and improving operational accuracy. Before switching to digital manuals, the compliance and quality team at Atlantic had to manually record compliance checklists. You will also see how the solution has streamlined the airlines' manual and company document editing procedures companywide.</p> <p><b>Randi Reinert, Quality-/Compliance Manager, Atlantic Airways</b></p>

# AGENDA

11:45-12:15	<p><b>CASE STUDY: JetBlue Airways - Introducing a Trajectory Optimization Tool into a Mature EFB Program Built around Advanced Connectivity and use of Data</b></p> <p>In this case study, JetBlue Airways takes us through its extensive Digital EFB program which has been built around advanced flight deck connectivity and Apps, allowing the airline to tap into the data buses on the aircraft to support in-flight communications, live weather, flight tracking and more. JetBlue identified Trajectory Optimization as the missing functionality within its EFB program and chose the PACE FPO-SR solution to fulfil its requirements, including decision support, fuel optimization, real-time vertical and lateral trajectory optimization and more. JetBlue will talk you through the implementation process, as well as connectivity options, plus real-world examples of savings the airline has made on particular routes.</p> <p><i>Mohnish Das, Manager Technical Programs - Flight Operations, JetBlue</i></p>
12:15-12:45	<p><b>CASE STUDY: ASL Airlines Belgium - The challenges cargo airlines face, and how digital flightdeck solutions and EFB technology is adapted to meet these challenges</b></p> <p>Check-back soon for full presentation information</p> <p><i>Nicolas Desimpel, Flight Operations Support Manager, ASL Airlines Belgium</i></p>
<b>12:45-14:00 LUNCH BREAK AND SOFTWARE DEMOS</b>	
14:00-14:30	<p><b>CASE STUDY: Pegasus Airlines - Using innovative AI, Big-Data analysis and real-time pilot apps to power fuel efficiency</b></p> <p>Check-back soon for full presentation information</p> <p><i>Deha Demir, Operational Efficiency Pilot, Pegasus Airlines</i></p>
14:30-15:00	<p><b>CASE STUDY: Virgin Atlantic - Increasing Fuel Efficiency gains with a pilot-first, behavioural solution</b></p> <p>Overcoming plateaus in reducing aviation emissions requires innovative approaches that drive continuous improvement. Virgin Atlantic has unlocked additional fuel efficiency gains by integrating Signol into its overall sustainability toolkit—a pilot-first behavioural science solution that fosters sustained captain engagement. Through Signol’s unique solution, which understands intrinsic motivations whilst also accounting for privacy and safety matters, Virgin motivates and empowers its pilots to embrace fuel-saving practices in the long term. Quantified results reveal substantial carbon reductions from this humancentric approach. The case study demonstrates how cultivating an engaged workforce is key to transforming an industry towards sustainability.</p> <p><i>Jason Read, Flight Operations Engineering and Efficiency Manager, Virgin Atlantic</i></p>
15:00-15:30	<p><b>Keynote: EUROCONTROL - TBO and FF-ICE; Collaborative ATM</b></p> <p>The (TBO) Trajectory Based Operations Concept is a transformational concept that will enable collaborative decision making between all actors involved in the planning and execution of a flight. The flight information is shared and maintained using (FF-ICE) Flight and Flow Information for a Collaborative Environment over a SWIM (System Wide Information Management) infrastructure. During the recent 14th Air Navigation Conference, ICAO has agreed to sunset the current Flight Plan, FPL2012, by 2034. This presentation will provide an overview and explain what TBO is, the latest developments and how it can work in practice.</p> <p><i>Henk Hof, Head of ICAO and Concept, Eurocontrol</i></p>

# AGENDA

15:30-16:00	<b>REFRESHMENT BREAK AND SOFTWARE DEMOS</b>
<b>Amazon Voucher Session</b>	 <p>Business cards will be collected at the beginning of this session. The prize draw will be made at the end of the presentation. You have to be in the room to win a US \$ 300.00 Amazon voucher - Good luck!</p>
16:00-16:10	<b>Closing Remarks and US \$ 300.00 Amazon Voucher Prize Draw</b> <p>Join us for the Conference closing remarks, and your chance to win a US \$ 300.00 Amazon Voucher in our prize draw. Business cards will be collected at the beginning of the refreshment break. The prize draw will be made at the end of the Chairman's closing remarks. You have to be in the room to win the US \$ 300.00 Amazon voucher - Good luck!</p> <p><b>Chairman and Event Organizers</b></p>
16:10	<b>END OF CONFERENCE</b>

# REGISTRATION

All other delegates, including: consultants, IT Vendors, OEMs, etc., please select the 'All Other Delegates' option:

EURO € 950.00 / UK £ 795.00 / US \$ 1065.00

*These are Early Bird prices - the prices will increase at close of business on the 4th November*

TO REGISTER, please [CLICK HERE](#)

then select **All other Delegates...**

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\* All prices will have 20% UK VAT added at check-out

For our CANCELLATION & REFUND policy, please see our [Terms & Conditions HERE](#)  
By registering using this form, it is assumed that you accept these Terms & Conditions

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# CONTACT US

This brochure should detail everything you need to know about the event, however, please do not hesitate to contact us if you have any questions.

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# TESTIMONIALS



It is becoming THE event of the year, very important for us to participate in for information gathering and networking

Danish Air Transport



Very useful to network with the right people and to share projects with other airlines

Flydubai



Very informative and relevant to the challenges faced by airlines today

easyJet