Jeppesen Crew Tracking
Recover from disrupted crew rosters.

Jeppesen Crew Tracking simplifies the crew recovery process and allows you to maintain operational efficiency even during major disruptions.

Early detection and efficient resolution of changes in crew plans.

Jeppesen Crew Tracking gives you a tool for detecting, resolving and following up on changes to the originally published crew plans. The flexibility of Crew Tracking helps you recover quickly while maintaining cost control, crew satisfaction and operational efficiency.

The system supports a details-on-demand approach with an Alert Monitor that presents any problem that needs to be addressed, such as crew members with short connections, missed check-ins, crew that need to be contacted, or are missing valid passports.

Alerts are directly linked to the business logic modeled in Rave and can therefore be easily adjusted as changes to the operation are introduced.

Our Crew Tracking solution is being used by large and mid-sized airlines all over the world.

See everything Jeppesen Crew Tracking offers.

- Best-in-class crew tracking lets you focus on evaluating solutions and performing analysis and what-if scenarios.

- Superior change management through the powerful customization framework, enabling you to easily change rules, reports, data interfaces and optimization cost drivers, guaranteeing that the system remains in sync with the business logic and the operational environment.

- Management by Exception. Get the situational awareness you need through our details-on-demand approach.

- Comprehensive service offering, with regular new system releases, dedicated service managers and on-site checkups where both the system and processes are analyzed, ensuring the system and the optimization capabilities stay up-to-date.

- Automatization of processes such as reporting sick leave, crew notifications and finding crew that can be allocated to a non-personal activity.

- Management of crew hotel and transportation information. Hotels and transports are assigned to modified trips automatically and the information is sent to hotels, transportation companies and station agents.

Tracking Editor

The Tracking Editor lets you quickly view, analyze and adjust trips and rosters. Legality checking is done instantly and automatically, and the editor supports the creation of what-if scenarios for evaluation.

The content of a Gantt view can be filtered and sorted by a filter form, a filter menu or by command line. It is possible for crew trackers to work with several tasks at the same time using several editors, increasing tracking efficiency.

The rules are considered after every change in the editor. Rule exceptions can be added both from the Alert Monitor and the Tracking Editor. When the rules engine detects an illegality it will immediately be presented to the user in the Tracking Editor as well as in the Alert Monitor.

Crew Access and Crew Exchange

The Crew Access and Crew Exchange crew portal modules enables crew members to perform self-service functions such as updating selected profile information and automated trip trading. This ensures greater accuracy and reduces the administrative tasks preformed by trackers. Reduction in administrative demand frees trackers to focus on operational issues.

The Crew Access module supports crew in their daily life, allowing them online access to their rosters and the ability to receive and acknowledge notifications as well as check-in online.

The Crew Exchange module allows crew to trade trips once rosters are released. The module supports direct crew member trades, as well as open time trades. The legality of trades are continuously checked. Through the dashboard, crew can view a summary of trading activity, as well as see when upcoming trading windows open and close.

Crew Access and Crew Exchange share and use the same database and legality engine as the tracking system, so crew members always have access to the latest information and correct information.

The information is available using web browsers as well mobile devices such as tablets.

Fatigue Risk Management

 The Fatigue Risk Management (FRM) functionality allows airlines to control crew fatigue and fatigue risk throughout the entire crew management process. It is built into Jeppesen Crew Tracking so crew trackers easily can detect flights and duties with increased fatigue risk. For each flight, FRM can predict crew alertness and associated risk and visualize this in the Gantt view or as an alert in the alert monitor. Fatigue levels can be considered by the embedded disruption management support tools enabling the crew tracker to effortlessly take fatigue risk into consideration while solving a disruption in roster maintenance or day of operations.

Delivery, Support and Consultancy Services

Jeppesen provides a full range of consulting services. Our professional services teams have extensive experience working with the world's leading airlines. We support your operation so you get the greatest value from your investment, now and in the future.

We implement and customize our technical solutions to support your business processes with minimal disruption, integrate them seamlessly, and train you so you can use Jeppesen Crew Tracking with confidence and optimal results.

Following deployment, we maintain contact and regularly visit your operation to make certain we're meeting your needs today, and can anticipate what you'll need tomorrow. With Jeppesen, you get best-in-class service and support, as well as total control.

Our business consultants can help you with well-defined studies as well as with the management of long-term change. We combine a profound understanding of business problems with our powerful decision support systems, providing a comprehensive set of tools to analyze and develop any airline operation.

This will help you thrive and increase your margins, even as competition and regulatory expenses increase.

Learn more about what we offer.

For more information about Jeppesen Crew Tracking, visit jeppesen.com/crew.