

# Jeppesen Operator 2.0

## Frequently Asked Questions

### What is Jeppesen Operator?

Operator is a business aviation flight scheduling and operations management solution that integrates key functionality in a 'one-stop shop' self-service environment. Operator is available today for flight operations staff and flight crew through the cloud with a modern interface, built on decades of knowledge and expertise.

### What functions are included in Jeppesen Operator?

Operator is an integrated solution for your business aviation flight department that includes robust trip quoting, trip scheduling, checklists, pass-down notes, maintenance scheduling, flight planning, weight and balance, Jeppesen airport data and on-demand access to Jeppesen's International Trip Planning services.

### What are the key benefits of Jeppesen Operator?

- ✔ **Integrated:** Operator integrates an intuitive flight planning solution that allows dispatch and scheduling teams to create accurate and complete trip briefing packages. An integrated flight planning solution results in better operational efficiency through advanced route optimization, better fuel efficiency and lower operating costs.
- ✔ **Connected:** Jeppesen Personal Assistant mobile application works with Operator to provide a vital operational link between scheduling teams and flight crews. It allows flight crews to see and manage trip details on an easy-to-read mobile interface.
- ✔ **Enabled:** Using a complete suite of trip planning support features such as checklist messaging that streamlines service requests to third party support vendors, Operator allows your operations team to perform all trip planning functions in-house. But when your dispatch team needs help Jeppesen's team of global trip planning experts are always just a click away using the Operator Concierge feature. From international trip planning, to affordable fueling solutions around the world, to credit solutions that streamline vendor transactions – Jeppesen has you covered.
- ✔ **Optimized:** Optimizing a flight schedule in business aviation is a complex process that consumes valuable company resources. Operator offers a powerful flight schedule optimization engine available through the OpsManager interface that solves complex scheduling scenarios in seconds. Now you can easily maximize

the performance of your flight schedule by optimizing every operational phase from advanced schedule planning, to next-day trip preparation, to recovering from unexpected disruptions. Maximum optimization of your flight schedule reduces fleet network costs, increases fleet utilization and allows your team to spend more time focusing on your customers.

### What is the OpsManager interface?

With the release of Operator 2.0 users will have the option of opening the OpsManager user interface from the main menu. OpsManager is an alternate user interface separate from the Operator interface. OpsManager has the same functions such as calendar, quoting, trip planning and maintenance, but OpsManager has much greater in-depth capabilities for the configuration and administration of your flight operations. For example, regulatory rule sets can be configured to comply with your region's civil aviation authority. Users can freely switch between the Operator and the OpsManager user interface. Both interfaces are directly linked together so when a schedule change is made in one interface it automatically shows up in the other interface. Integrated optimization is only available through the OpsManager interface.

### Who uses Jeppesen Operator?

- ✔ Business aircraft charter and management companies
- ✔ Corporate flight departments
- ✔ Fractional ownership Operators
- ✔ Aircraft OEMs
- ✔ Helicopter operations
- ✔ Military VIP operations – using business aircraft

### How long does it take to install Jeppesen Operator?

Operator is an internet browser-based application so there is no software to install at your location. But the implementation process does take time to transfer or build the data and profiles from your operation into Operator's database. The length of time required depends on the size of your fleet and complexity of your operation. A basic implementation may take approximately 4 weeks.

## Does Jeppesen Operator have a mobile app?

Yes, it's called Jeppesen Personal Assistant and it provides a very user-friendly way for flight crews to get schedule and trip information on their iPad® or iPhone®. Flight crews can also upload flight times and logbook times to Operator using the Personal Assistant mobile app. Personal Assistant also integrates with Jeppesen International Trip Planning services and Mobile FD.

## Is Operator integrated with Jeppesen navigation/charting data?

Yes, Jeppesen's extensive navigation database is incorporated into Operator through the integrated flight planning feature. In addition, the routes developed in Operator can be uplinked directly into Jeppesen charts through the flight planning feature.

## Can I carry over data from my previous scheduling system?

Yes, we will work with you to carry over crew, passenger, client and aircraft data.

## Can I have it hosted at my location instead of in the cloud?

Currently, Operator is a web-based solution only.

## How safe is my customer data?

Jeppesen understands it is important to keep your data safe. We follow numerous best practices and industry standards to implement, monitor and verify information security. Data is encrypted at all times. Operator is fully compliant with the European Union's (EU) General Data Protection Regulation (GDPR) which currently has the most stringent requirements for data privacy. More details are available on request.

## What is the Concierge service?

This easily accessible function in Operator allows you to request expert help from Jeppesen's International Trip Planning services team. You're not alone when you need help. It's always there if you need it 24x7.

## What services are part of Concierge?

Whenever your scheduling team needs help on an international trip, access to Jeppesen's 24x7 expert trip planning service is always available and easily accessible. Concierge service can include any service currently offered through our International Trip Planning group, such as overflight/permits, slots and ground handling arrangement. Services may be requested individually or for an entire trip. Concierge services also include access to our established lines of credit with vendors around the world. We are also able to process third party rebills as a stand-alone service or in conjunction with coordinating trip services on your behalf.

## Does it cost anything to use the Concierge service?

Yes, but only if you need help and you decide to use Concierge to request help from Jeppesen's International Trip Planning services.

## What is the price for Jeppesen Operator?

Pricing depends on your specific needs and it will vary for each customer based on the complexity of your flight operations. Operator 2.0 offers different pricing subscription levels to meet the needs of your operations. Please contact Jeppesen today and let us show you how Operator will make your flight department more efficient.

## My company has both part 91 and part 135 operations. Can Jeppesen Operator work with both types of operation in my company?

Yes, Operator will be able to support customers with a mix of part 91 and part 135 operations.

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Learn more about what we offer.

For more information about Operator visit [jeppesen.com/operator](https://jeppesen.com/operator), or email [operatorinfo@jeppesen.com](mailto:operatorinfo@jeppesen.com) or contact your account manager.