Jeppesen Concert

Quantify critical crew fatigue risk factors throughout your entire crew management process

Your operation is dynamic and maintaining an accurate assessment of crew fatigue risk is a challenge. Jeppesen Concert is capable of identifying insights and trends to increase fatigue risk awareness and enable mitigation strategies.

Comprehensive insights at any stage

Jeppesen Concert allows for the quantification, monitoring and detailed analysis of a multitude of metrics across your crew management process. Analysis can be performed at any stage of the crew management process — in a scenario, published roster or flown rosters.

Jeppesen Concert allows you to:

- Proactively identify trends (positive or negative)
- Analyze the various parts of your operation (fleets, bases, ranks, etc.)
- Compare predicted fatigue risk in planned rosters versus rosters flown
- Perform analysis of historical data, from a holistic operational or specific (individual flights) perspective
- Benchmark standard Safety Performance Indicators (SPIs) with other operators

Maintain control

Establishing pre-defined thresholds for fatigue risk indicators can enable a higher level of situational awareness. You will receive automatic alerts from Concert when a threshold has been exceeded, allowing you to investigate further.

Leverage the power of leading science

Jeppesen Concert is based on the leading fatigue model — the Boeing Alertness Model (BAM). The integration of Concert with BAM will enable you to leverage extensive prediction capabilities and derive the most complete insights of your data within Concert. However, Concert is a model-agnostic solution and can easily integrated with your preferred fatigue model.

Flexible configuration

The ability to easily review and manipulate your fatigue data is critical. Concert allows your team to create and configure various views into your data. This enables thorough analysis and identification of trends and correlations.

Run powerful analysis anywhere

As a cloud-based solution, Concert is easily accessible by any standard web browser. The data is de-identified, transferred and stored using leading data security tools and principles. This eliminates the investment in hardware, operating systems or additional IT personnel for support.

Experience the power before commitment

Start with a free demo using your own data. Continue with a free trial period, before committing to a subscription. Contact us at frm@jeppesen.com to get setup quickly. Welcome to new and deeper insights — in concert with your operation.

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Frequently asked questions

What is Concert used for?

Concert is an important component in any airline's Fatigue Risk Management System (FRMS). Concert is used for monitoring the performance of your planning processes, evaluating pairing scenarios and roster scenarios as well as tracking actual rosters flown. With Concert it is possible to quantify, show and prove fatigue risk control to the organisation, as well as to a regulator.

Our crew planning solution is not exporting the Alertness Data Standard Format which is required for upload into Concert. How can we connect?

You will need to either: a) convert an existing export with the help of a script (Jeppesen can assist, and it might be that your existing format is already supported), or b) you will need to contact your solution vendor asking them to create an export. The format is a simple CSV and Jeppesen will assist with the specification.

We have doubts uploading rosters over internet as they contain personal data. Can you explain more about data integrity and security?

Concert does not require any personal data. You can keep your own secret key to your employees and there is no need for sharing any names or real ID numbers. The data you upload is securely transferred over SSH and securely stored and protected using stateof- art principles and tools.

I understand that BAM delivers a large set of metrics that can be used inside Concert. Which metrics are available?

Read BAM safety performance indicators to learn more.

If I wanted to track metrics of my own definition, how would that be done?

Jeppesen Concert uses **Olik Sense** for the visualisation and data exploration. Qlik comes with a script language that you can use together with the data model to construct your own measures. You can also create your own apps, sheets and widgets around any metrics, should you need any others not provided by default in Concert.

How is data uploaded?

You will either a) upload directly from the Concert page in your web browser by pointing out a file, or b) configure your crew solution or data warehouse to automatically upload over the Concert REST API.

Can Concert also store, visualise and make data available for analysis that has been collected from crew in a fatigue data collection?

Yes. The Alertness Data Standard Format (ADSF) is built for storing collected data that includes sleep/ wake history (sleep diaries as derived from manual entry and/or actigraphy) as well as assessments on KSS, SP or with PVT.

Can fatigue reports also be stored and accessed for statistics?

Yes. Concert supports the same simple clear text format that is produced by CrewAlert Pro.

If I would like to dive deep into analysis and calculate correlation coefficients and perform advanced statistics- will Concert allow for this? Concert is for quantification, monitoring, exploration and lighter analysis. It is not a statistical package like SPSS. However, Concert allows for fast and easy export into such tools, including Excel.

I use CrewAlert Pro for deeper analysis on individual rosters like a fatigue report, incident or accident. Can Concert export to CrewAlert?

Yes. You can run Concert on an iPad or iPhone in Safari and when you drill down to the lowest level, looking at just one sequence of flying (pairing or roster), you just need to tap a link to export into Crew Alert.

How do you charge for Concert?

Concert is a subscription service, including operation, maintenance, support and upgrades as well as the fee for using BAM. The fee is relative to airline size using the number of aircrafts. Extra Qlik Access passes (above one) are charged for in addition.

We already use BAM with our crew optimizers and track overall fatigue risk ourselves with built-in reports and Excel. What extras will Concert bring?

Concert will reduce workload, add automatic alerts, mobile access, more detailed yet simpler analysis of your information, including over longer periods and integration with CrewAlert Pro.

Coping with large volumes of data, can Concert be used by a regulator to provide oversight of several operators, even a full region?

Yes.

Learn more about Jeppesen Concert at jeppesen.com/concert

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