

# TAG Aviation Selects AirWatch to Enable Paperless Cockpits

## The Client

With bases in Switzerland, the UK and Spain, TAG Aviation Europe offers a broad range of aviation services including aircraft management, charter, maintenance, fixed-base-operators and handling. More than 100 owners, including corporations and private individuals, put their trust in TAG Aviation Europe's aircraft management operations. The company boasts two of the biggest European aircraft maintenance centres in Geneva and Farnborough, representing many major aircraft carriers.



## The Challenge

The role of pilots in private aviation is more diversified than in commercial aviation. Private pilots must prepare to operate planes from less conventional airports, proceed to the after-flight checks and pay special attention to passengers. TAG Aviation wanted to provide pilots with a tool to reduce their workload, improve operational efficiency and reduce costs.

As part of a mobility initiative, TAG Aviation tested iPads as electronic flight bags (EFBs) in Switzerland. After a successful trial period with the iPads, pilots were allowed to bring their own tablets through a BYOD program. iPads are the devices of choice for TAG Aviation, as they are easy to apprehend and adhere to Jeppesen's decompression test.

The Swiss Federal Office of Civil Aviation (FOCA) allows the use of EFB provided it is a controlled portable electronic device. Users cannot modify certain settings on the device, such as the presence of a passcode and other mandatory applications. TAG Aviation needed an enterprise mobility management (EMM) solution to ensure devices are conformed to these regulations and to keep sensitive data related to flights and passengers secure.

AirWatch<sup>®</sup> by VMware<sup>®</sup> allows airlines to modernise their business processes by integrating mobile technology, while remaining compliant with strict legal requirements and ensuring data security. "The free trial was crucial to test functionalities and demonstrated that the AirWatch console was user-friendly," explained Damien Chollet, deputy postholder flight operations, TAG Aviation. "The cloud solution is economical, quick to deploy and flexible in terms of licences."

### Solution Overview

- Client: TAG Aviation
- Industry: Aviation
- Geography: Switzerland
- Features: BYOD, MDM, MEM, MAM
- Infrastructure Integrations: Active Directory, Exchange
- Devices: 1 – 100



## The Solution

An IT administrator enrolled the company-owned tablets in only two weeks, configuring settings for Wi-Fi access on the company's premises and a mandatory passcode. He pushed three required applications on the users' devices: the AirWatch<sup>®</sup> Agent, JeppFD, which replaces certain maps, and DocuNet to store manuals. Pilots can also install useful applications from the Apple Store, such as weather information apps to prepare for upcoming flights. TAG Aviation has an internal app called iFlight, which was also pushed to devices with AirWatch. The app is used to access flight and passenger information.

Thanks to AirWatch, IT administrators can run automatic reports to check the status of devices. This feature enables TAG Aviation to remain compliant with legal regulations and saves the IT administrator time. He receives weekly reports and can also request them on demand, a benefit when preparing for an audit. In the event of non-compliance, notifications are pushed to the devices requiring pilots to take actions. Missing apps or passcodes can also be pushed by the administrator to the iPad. Data saved on the device can be remotely wiped to avoid leakage of sensitive data regarding flights or passengers.

By implementing EFBs, TAG Aviation has reduced the amount of paper and ink previously used to print documents. The company's goal is to decrease fuel consumption by reducing the weight of each pilot's flight bag taken on board the aircraft. Pilots carry documents that can weigh up to 20 kg on average; significantly more than a half-kilo iPad.

Pilots benefit from having a lightweight tool to carry on flights with access to updated information and useful applications. For example, before going mobile, hundreds of approach charts needed to be updated manually every two weeks. Now, pilots can access an updated version in seconds on their tablet. "Electronic flight bags secured by AirWatch are an innovative concept that underpins TAG Aviation's commitment to industry-leading standards in flight operations, safety and the environment," Chollet concluded.

## Up Next

Use of AirWatch could be extended to other European subsidiaries and lines of business. The focus will be on developing more business apps that take advantage of the iPad's practicality.

"Electronic flight bags secured by AirWatch are an innovative concept that underpins TAG Aviation's commitment to industry-leading standards in flight operations, safety and the environment."

– Damien Chollet  
Deputy Postholder  
Flight Operations  
TAG Aviation

