# Ready for Take-off

iPass

**iPass provides a simple solution to lower flight costs and improve flight crew connectivity**

## THE ORGANIZATION

One of the largest airlines in Australia

## THE CHALLENGE

▸ Connect all flight crews to Wi-Fi networks globally

▸ Lower flight costs and increase employee productivity

▸ Control international data usage costs

## THE SOLUTION

▸ iPass on the crew iPads

## THE RESULTS

▸ Almost 3,000 airline employees equipped with iPads and iPass

▸ Increased productivity from an almost entirely traveling workforce

▸ Less weight on flights resulting in overall lowered costs and fuel consumption

▸ Enabled digitizing of previously all-paper workload

When a major Australian airline wanted to cut costs in innovative ways, they looked into what other organizations might consider the minutia of business: paperwork. How much paper was the airlines' flight crew carrying on board every single flight? And how could the airline reduce the weight and save money? They turned to iPass.

## Switching from paper to digital records reduced flight costs

Pilots carried briefcases full of flight plans, navigation maps, and other flight data needed for a safe flight, and that added up to approximately 15-20 kilos (33-44 pounds) of extra weight on every flight. It doesn't seem like much, but multiply that by the number of flights leaving airports all over the world every day, and the weight was significant.

The airline needed to fly as light as possible to economize on fuel, and they wanted to digitize all that paperwork. So, they decided to equip the entire flight crew with iPads, and provided them with iPass, the world's largest commercial Wi-Fi network, so pilots could get connected to download the paperwork they used to carry.

## The ultimate mobile workers

iPass provided the airline's flight crews with more than just a lighter load. Airline crews are the ultimate mobile workers. They have no office, and when they travel, they're already in the workplace. They need to be able to communicate with each other, both on the ground and in flight. Pilots, especially, need to quickly update flight plans and maps, and iPass enables them to access the inflight Wi-Fi already on the plane. Flight crews need constant communication with the ground crew, home office, and with colleagues at many destinations. On the ground, iPass extends Wi-Fi connectivity to flight crews and all traveling employees in thousands

of airports, hotels, restaurants, and other locations business travelers can be found. In fact, with millions of hotspots around the world, iPass helps employees stay connected and productive whenever and wherever they travel.

## Result

The airline opted to provide iPass to nearly 3,000 employees, with flat rate, unlimited data, so they could connect anywhere, and for any purpose. Except for a select number of employees who fly into airports that don't enable foreign Wi-Fi, the airline chose iPads without a 3G/4G option, and relies solely on Wi-Fi. A recent audit showed the airline's traveling employees consuming approximately 300 GB of Wi-Fi data every month all over the world—an untenable situation had they attempted the same usage on cellular, because those costs would have reached into the thousands of dollars for each employee.

## Conclusion

iPass helps this airline realize the business case for carrying iPads. Without iPass, connectivity would cost the airline more than they could save in paper weight. Pilots were quick to adopt the iPass solution—they carried the most weight, and understood the technological benefits of lightening the load even by a little. Other members of the airline's flight crews, seeing the pilots' satisfaction with iPass, are starting to adopt digitized paperwork on the iPads, and are increasingly using iPass, too. In addition to the cost savings, the airline is seeing an uptick in employee productivity. The company isn't measuring return on investment in terms of money saved, but rather in terms of increased value for each hour of employees' time.

These inflight power users prove that iPass is the right solution for airlines that need to save costs, and for employees who need to connect from virtually anywhere to get their jobs done.