Problem solution fit phase -1

1. CUSTOMER SEGMENT

Airlines literally bear high costs due to delays and cancellations that includes expenses on maintenance and compensations to travelers stuck in airports. With nearly 30 percent of the total delay time caused by unplanned maintenance, predictive analytics applied to fleet technical support is a reasonable solution.

Customers are airline and airport services who are struggling to keep track of their forecasting data and planes arrival and departure.

2. JOBS-TO-BE-DONE / PROBLEMS

Collecting data related to flight operations and inventory. You will use proprietary software like Airmax, for instance, or simple tools like Microsoft Excel to gather statistics related to important metrics called Key Performance Indicators (KPI). Optimising flight operations based on quantitative analysis. You will have to advise your management on trends and bottlenecks that you observe from data analysis so they can take the necessary action.

3. TRIGGERS

In Aviation Industry,due to incidents like flight delays passenger may face delays in departure and arrival of flight. It is very hard to maintain the overall data.But if they use Data Analytics Report,Performance and Quality are reliable and profitable.

4. EMOTIONS: BEFORE / AFTER

After:They feel like success after making increased profits,reducing the mistakes that happen in manual process.

Before:They feel lost due to losses which occur due to improper management of Airline Analytics for Aviation Industry.

5. AVAILABLE

Planning and Schedule Analytics: Provides in-depth analysis of ticket sales, operational expense and profitability of airline routes. It helps in fleet rebalancing, fuel needs and crew planning for a flight.

Flight Turnaround Analytics: Provides insights on process inefficiencies in a flight turnover. The video annotation service helps to capture the time taken by each specific activity within flight turnover using video monitoring used for ground activities

6. CUSTOMER CONSTRAINTS

Customer experience in the airline industry is often defined as what the customer perceives and experiences while traveling through the different departure stages and arrival in an airport.

Mid-air: It is the best time to engage with passengers and understand their in-flight expectations. Start with the basics like seating comfort and crew etiquette.

Post landing: Inspect through passengers' eyes and listen to their opinion. That's a great way to enhance your online reputation, post flight.

7.BEHAVIOUR

Using airport analytics, data analysts can collect information on people who pass through various checks, like their gender, arrival times, baggage-check in times and the type of flight they take to better understand passenger behaviour. A better understanding of how passengers operate can be used to improve services.

8. ONLINE CHANNELS

Online Airline Analytics for Aviation Industry which come for free may steal personal information of users and it may also contains a lot of ads. Security is not authenticated.

9. OFFLINE CHANNELS

Manual logs can be maintained.Employees can be hired to maintain the airline analytics for aviation industry system logs when the business grows.

10. PROBLEM ROOT CAUSE

A root cause analysis is performed as a reaction to risk management processes as defined in your aviation SMS manual. The purpose of the analysis is to understand the causal factors that trigger substandard safety performance within a particular event, whether the event is an, accident, minor incident, or close call.

11. YOUR SOLUTION

To design an Airline Data Analytics Report for Aviation Industry using Cognos Analytics. Enable Email based alerts for arrival and departure of flight and it also sends messages related to the changes in configuration of flight path parameters. Provide a option for graphical view of aviation industry.