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Kepler for VY in BCN Hub: IBAS commitment to provide a customer focus service

IBAS & VY Development work streams
Top 10 functionalities created for VY operation

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IBAS & VY DEVELOPMENT WORK STREAMS

Working together with Vueling to customize Kepler in BCN hub in the following work streams:

Work Stream 1: Operational requirements for Vueling

Who: *Vueling Ops Team & BCN Ops Team*

Who: *VY I& IBAS IT Teams*

Work Stream 2: VY & IBAS System integration (by IT Teams)

Work Stream 3: System Set Up for Vueling

Who: *BCN Ops Team & IBAS Kepler Project Superusers*

Who: *Vueling Ops Team & BCN Ops Team*

Work Stream 4: Testing & GO LIVE

Top 10 functionalities created for VY operation
Kepler in Action!

A. Passenger Processes

1. VY Boarding check-list in mobility
2. % Pax boarded according to Go NOW (VY DCS)
3. Tracking of main VY boarding milestones
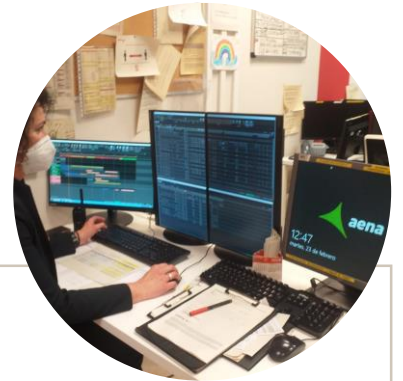4. Tracking of VY skill and training for each employee

B. Crew Processes

5. VY Daily crew changes integrated in Kepler
6. Crew van & box allocated available at crew room

C. Ramp Processes

7. Customized console for managing VY tail to tail bags for short connections
8. "Fake" remote stands icons
9. New Mototok tasks

D. Hub Control processes

10. Gant Charts and flight tables for VY dedicated staff

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VY Boarding check list in mobility

Functionality description:
Creation of a specific boarding check list adapted to VY gate processes to be filled directly from agents mobile phone

Benefits with Kepler:

- We **transmit and inform in real time** to all agents connected to Kepler the boarding status and passenger data gather at gate
- VY duty managers can **supervise operation remotely** to anticipate actions
- **Elimination of manual record of data in paper** and complete digitalization of check in check list to analyze data and processes milestone on business analytics tools

KEPLER mobile app: boarding check list with milestones of VY interest

All stakeholders involved in boarding process connected from a click!

*KEPLER console: visualization of boarding check list inputs in real time*

% Pax boarded according to Go NOW (VY DCS)

Functionality description:
Kepler reads the % of VY passengers boarded directly form Go NOW

Benefits with Kepler:

- If the % if low at last minutes before gate closure we are able to **reinforce boarding with additional agents**
- **Anticipation of incidents** and delays

GO NOW screen – available at gate
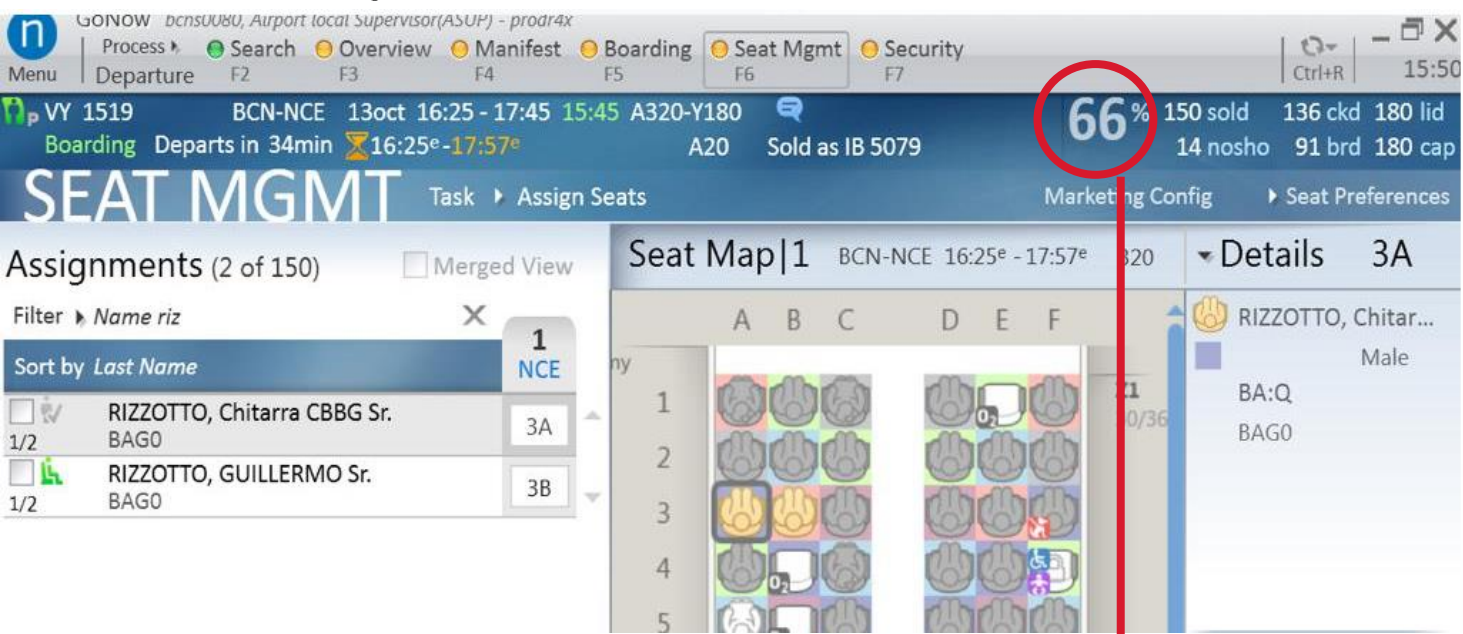
KEPLER Console: reading % of pax boarded

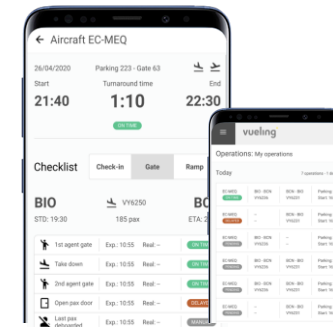| PREV	OVER	CIERRE CKI	TET	PEP	SEP	SEC	PP2	HBAG	HTPV	IBS	%PE	IS	I-VLO	I-JEF	1	2	3
189	!	F00J000Y173I00	39	▲▲	K	L		1	1		91.53				⊗	⊗	●
79	↑	F00J000Y077I00	05	▲▲	K	L		0	0		92.77				⊗	⊗	●
86	↑	F00J000Y081I03	07	▲▲	K	L		1	1		91.86				⊗	⊗	●
158	↑	F00J000Y149I00	18	▲▲	K	L					94.3		ⓘ		●	●	●
143	↑	F00J000Y136I00	37	▲▲	E	L					93.71				●	⊗	●
95	↑	F00J000Y112I01	01	▲▲	K	L		2	2		96.49				●	●	●

Tracking of main VY Milestones

Functionality description:
Possibility to include any input required by VY in mobile devices to be consulted on flight tables form Kepler consoles
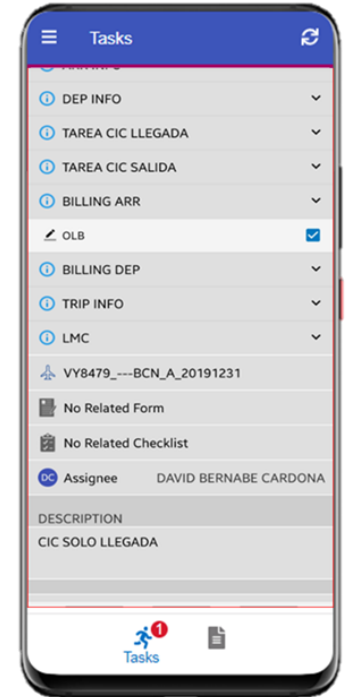
Benefits with Kepler:

- **Adaptability to VY** needs
- **Priorities alignment** between both parties (handler and airline)
- Consolidated data with the rest of ground handling processes
- Easy and fast
- Available for all stakeholders

1) VY App

2) KEPLER App: inclusion of VY milestone for tracking on Kepler

3) KEPLER Console: specific view for VY processes

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Tracking of VY skills and trainings for each employee

Functionality description:
Possibility to control the VY training and VY skills by employee

Benefits with Kepler:

- **Possibility to include as many training categories as VY requirements** (ex. Go Now training, pin pad payment at gate, hand bag policy, etc.)
- **Guarantee that tasks are performed by employees trained** on it (if the agent has not the skill or training, Kepler do not allow task allocation)
- During training deployment, we have a code color on Gantt chart for each employee to **identify if his trainings are up to date**

VY KEPLER console: *On the left vertical axis, the employees on duty have the icons of the skills & training they have: a yellow circle represent VY DECS system (Go Now) for passenger area*

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VY daily crew changes integrated in Kepler

Functionality description:
Kepler received automatically crew activity by Flight (same crew as previous flight, change of crew, or crew journey start)

Benefits with Kepler:

- **Icons to identify the type of crew change:** crew journey start (requires 1 van to transport crew form crew room to the aircraft) or change of crew (requires 2 vans aircraft-crew room on arr + crew room-aircraft on dep)
- **High reduction of van allocation delays and drivers levels**
- During pandemic, 29 out of 30 flights had a crew change. In BAU, 25% of VY flight have a crew change

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Crew journey start icon:

Change of crew icon:

Icons available at each VY flight in different ramp consoles to allocate van drivers in advance:

CL	PKN	CIA	VLO	ORI1	STA	C-	ETA	EIBT	TDLY	PAX	ES	ALIAS	TETRA	NOTAS	AA	FIN	CRW	MAT	AVO	B/B/P	M	CS	HC	PKN	CIA	VLO	DEST	STD	C-	ETD
C1	250	VY	1419	BIO	10:35	Z	13:30	13:26	175	140		EVE	03	apu u/s	Yes	No		ECNEA	32A											
C1	236	VY	6109	FCO	16:00	Z	15:37	15:37	-23	181		LRA	18		Yes	No		ECLVP	320			C3	A	236	VY	6102	FCO	22:00	C	22:00
C3	320	VY	2287	XRY	16:00	Z	15:41	15:37	-19	123		FUS	20		Yes	No		ECKDT	320											
C3	206	VY	7816	EDI	16:15	Z	16:02	16:00	-13	176		TOL	32		Yes	No		ECMAN	320			C3	C	206	VY	7820	LGW	19:00	C	19:00
C3	240	VY	3531	IBZ	16:45	Z	16:36	16:34	-9	183		OZA	37		Yes	No		ECKDG	320											

More detail available about crew members type of change: pilots icon

More detail available about crew members type of change: TCPs icon

Crew van & box allocated available at crew room

Functionality description:

Once IBAS allocates a van to a flight that requires crew transport, each crews receive the van number and the van parking

Benefits with Kepler:

- **Much more organized process:** before KEPLER, there was a IBAS agent allocating boxes manually on paper and the information was not available for crews. Now, crews are already at the pick up box with no need of manual intervention
- **Reduction in crew waiting times**
- **Reduction in IBAS manpower**
- **Decrease of delays due to late crew arrival** to the aircraft

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In KEPLER Consoles, the ramp supervisor allocates the van number to each Flight according to the type of crew change:

PKN	MAT	AVO	C/CH	QUIEN?	TRIP_TEC_ENL	TRIP_AUX_ENL	CIA	VLO	DEST	S1 ▲	C-	OT	E1 ▲	TDLY	T/T	LIR-E	CRW	CONDUCTORES	NOTAS	ALERT	LIR-F	CREWVAN
								3918														
276	ECNDB	32A	➡	👥👤	VY391	VY3913	VY	3918	PMI	20:20	C	🟢	20:20	0	N	12Oct21 17:41	1		ANTONIO				8

PKN	MAT	AVO	C/CH	QUIEN?	TRIP_TEC_ENL	TRIP_AUX_ENL	CIA	VLO	DEST	S1 ▲	C-	OT	E1 ▲	TDLY	T/T	LIR-E	CRW	CONDUCTORES	NOTAS	ALERT	LIR-F	CREWVAN
								1508														
282	ECNGB	319	🔄	👤👤			VY	1508	MRS	20:35	C	🟢	20:35	0	S	12Oct21 18:45	1		CESAR				12

Van boxes: *Van drivers receive the allocated Flight and the box where crew will have to be picked up on KEPLER mobile app*

VY Crew Room: *There is a screen with the number of van allocated and the parking box*

# Customized console for managing VY tail to tail bags for short connections

Functionality description:
Total control of bags with a less of 55 minutes connection time

Benefits with Kepler:

- **Link critical VY connections** with MCTs between 35 and 55 minutes.
- Total control of the tail-to-tail team to allocate **service priorities**.
- **Reduction of RL's in World Tracer** due to late bags arrival or SATE issues
- Telegraphy messages lined.

Visualization of SITA messages
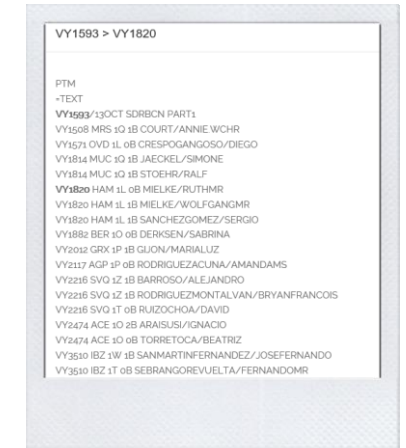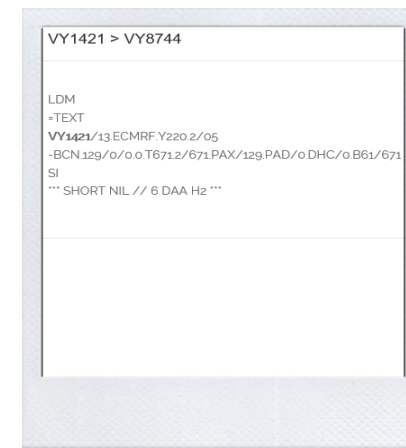
Telegraphy data from PTM, LDM and CPM

KEPLER Tail to Tail Consoles

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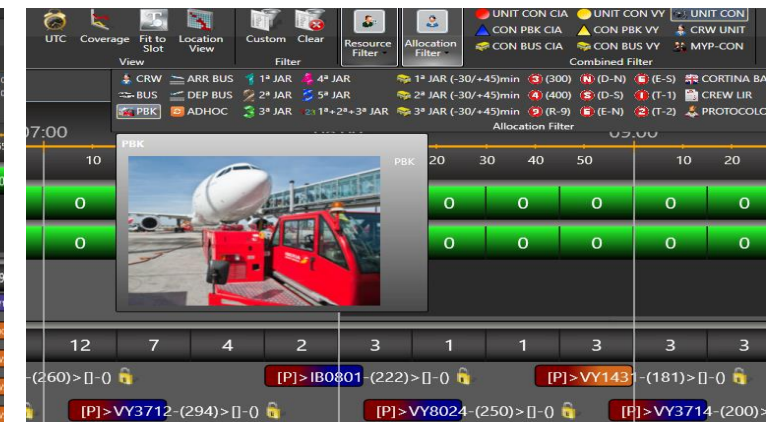
"Fake" remote stands icons
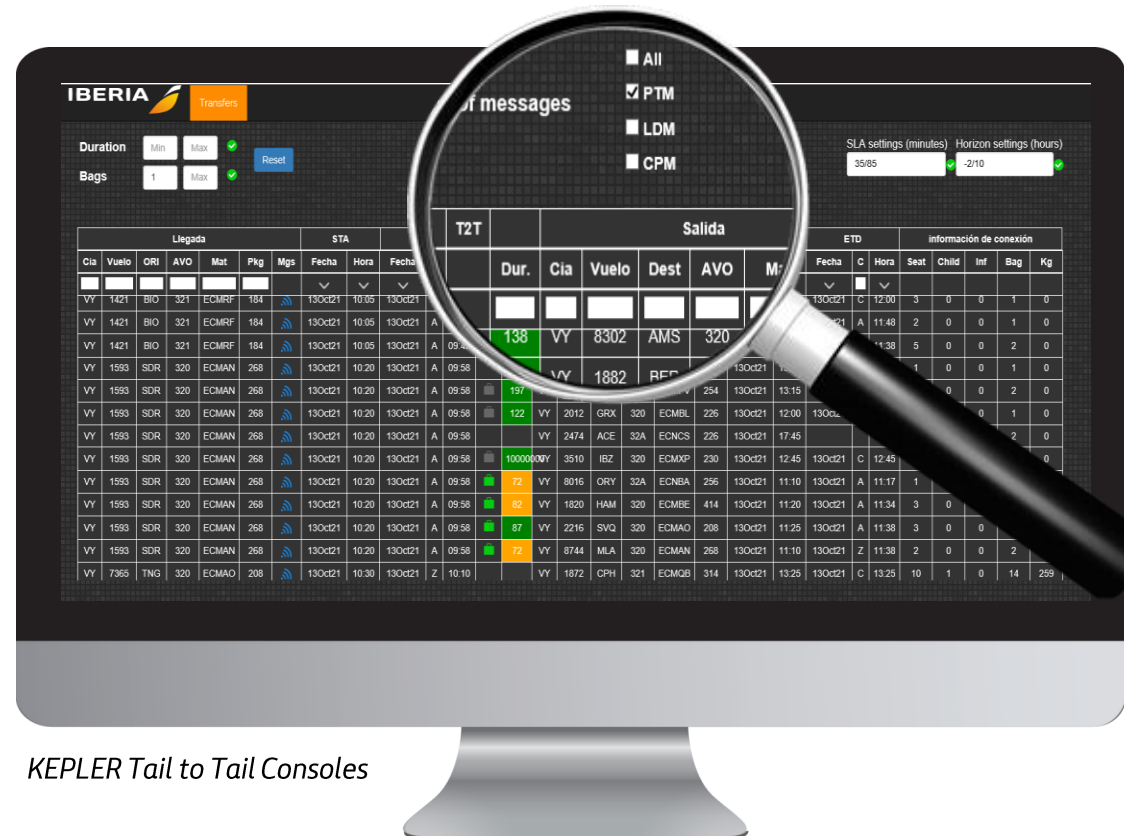
Functionality description:

As a result of pandemic ramp and terminal areas closure, contact stands required bus for arrivals and/or departures or pushback. The systems was configured according to infrastructure adjustments during pandemic

Benefits with Kepler:

- **Automatic creation of bus and pushback tasks** based on remote / finger / "fake" remote criteria. Also considering traffic type vs non-schengen schengen position.
- **Automatic request of Bus or Pushback service** on consoles
- **Easy control of infrastructure changes** for staff returning from furlough

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KEPLER console: *New icon column available with the requirements of push backs and bus – automatically created also in the panel Gantt*
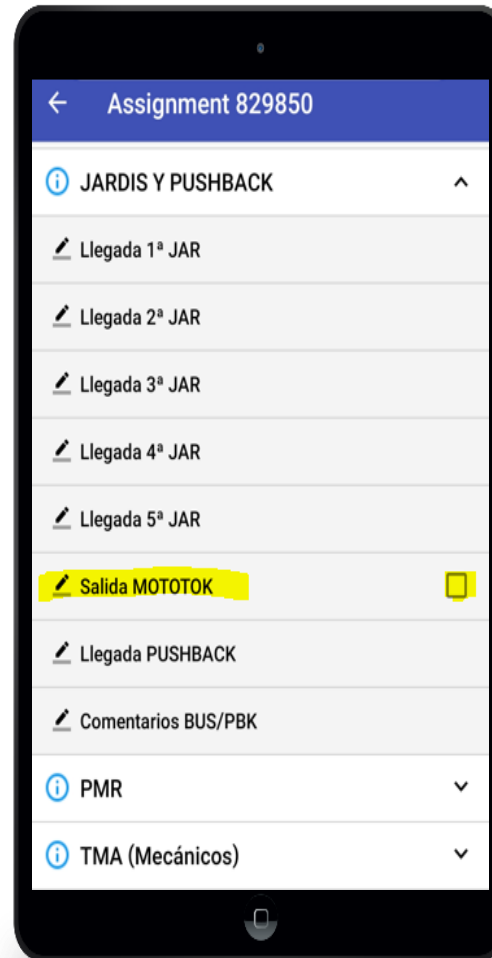
New Mototok tasks

Functionality description:

Creation of Mototok tasks when a flight dispatcher activates the trigger from its mobile app, Kepler alerts all ramp units involved to not send push back driver

Benefits with Kepler:

- **Proactive task creation** on mobile app by the flight dispatcher
- **Optimization of pushback resources**: *during ops peak of 10 simultaneous PB in 1stW, VY operation only require 8 conventional PB drivers as 2 flight dispatchers use Mototoks*
- **Control and track** of the number of Mototok maneuvers
- **Decrease in push back delays** as Mototok use avoid waiting times

KEPLER mobile app: flight dispatchers activates the Mototok maneuver

All stakeholders involved in push back process coordinated from a click!

KEPLER console: visualization of Mototok task in flight tables, dispatchers and drivers Gantt chart
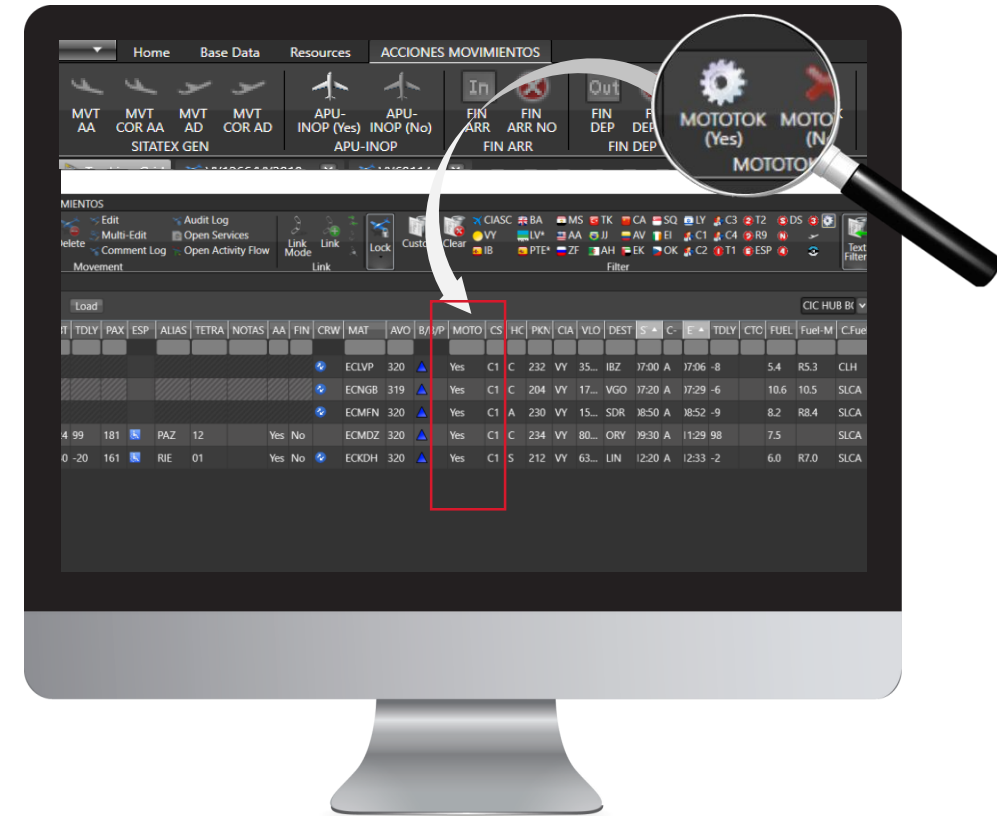
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Gantt Charts and flight tables for VY dedicated staff

Functionality description:

Possibility to separate VY operation from the rest of the Airlines (VY role agents + VY tasks (in yellow)) to provide a fully customized VY product

Benefits with Kepler:

- Includes **VY contract SLA standards** in terms of manpower
- More **focus on VY product** as only dedicated agents operate VY flights
- Possibility to **optimize VY resource levels in real time**
- Management of a total **independent operation** for the airline hub

VY KEPLER console: console agents can filter to see only VY operation by type of role as there are configured dedicated VY roles

VY KEPLER console: Yellow tasks for VY only managed in dedicated teams (ex. BCN PAX VY AGENT)

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