

AIRLINE ANALYTICS INTELLIGENCE

Real-Time Operational & CX Optimization Platform



Executive Overview

A cloud-based analytics solution that provides airlines with a unified view of operational performance, fuel efficiency, disruption patterns, and customer experience metrics.

By integrating operations, scheduling, fuel logs, contact centre data, and NPS feedback into a single Power BI intelligence layer on Microsoft Azure, the platform enables faster, data-driven decisions across flight operations and leadership teams.

Core Capabilities:

Operational Intelligence

- Delay analysis by airport, aircraft type, and time trends
- Cancellation tracking with root cause breakdown
- Aircraft utilization and block time performance

Customer Experience Analytics

- NPS and survey trend analysis by channel
- Contact center resolution time and performance metrics
- Cross-channel sentiment benchmarking

Business Impact

- 15–20% reduction in avoidable delays
- Up to 12% fuel cost optimization through performance visibility
- Improved CX benchmarking across operational and service channels
- Faster executive decision-making with shared KPI dashboards

Fuel Optimization

- Fuel burn analysis by aircraft model and route
- Fuel efficiency benchmarking per block time

Secure & Scalable Deployment

- Azure-based secure architecture
- Row-Level Security by airline, region, or route
- Dedicated dashboards for Operations, CX, and Maintenance teams
- Enterprise-ready governance and compliance support

Future-Ready Enhancements

- Carbon footprint analysis by route
- Crew and aircraft assignment optimization
- AI-powered delay clustering and disruption forecasting

Talk to us Today