Titan Airways Soars To New Heights, Replacing Paper With Electronic Flight Bags

★★★ ★ TITAN AIRWAYS

Before

- ❌ Paper-only manuals had no user-specific access controls and limited space on the flight deck

- ❌ Important documents had to be sent back-and-forth across the globe by fax

- ❌ Training certificates and forms could be lost or misplaced off-site

After

- ✅ Document management on iPads, provide **controlled access for privacy and security compliance**

- ✅ Cloud-based app digitally streamlines processes to **gather vital flight information around the world efficiently and quickly**

- ✅ Titan **receives completed documents faster**, enabling control over expiring pilot qualifications and legal requirements

"Fluix has helped us save time - making the training processes more efficient and reducing the risk of non-compliant pilots."

Charlie Hampson
A320 First Officer

Background

With over 21,260 block hours and 8,216 flights via 340 airfields and 98 countries, Titan Airways has been flying high since 1988. The UK's leading charter airline took their name from their first G-registered aircraft, a Cessna Titan 404. Their foundation contracts were in freight and Royal Mail delivery services, with airline sub-charter and VIP charters being added in the mid-1990s.

Titan now operate a fleet of Airbus and Boeing jets from their London Stansted base, with at least two aircraft and crew always available for launch within just 60 minutes of a request. Supported by in-house engineers and a team of 400, the company has experienced exponential growth in recent years, as well as earning an award-winning reputation for excellence.

Challenges

Titan Airways wanted their operational processes to be as modern as their fleet of aircraft, but faced many daily challenges due to paper-reliant processes:

+ 30-45KG of manuals, checklists and other flight-essential paperwork cluttered the flight deck during each flight

+ Aircraft maintenance paperwork sign-off was time-consuming and impacted charter aircraft availability

+ Training approvals was a lengthy back-and-forth process

+ A 60-minute ground-to-air turnaround service offering means there is very little time to search through manuals and paperwork for flight-critical information

Solutions

With an award-winning brand at stake, Titan Airways sought out a dependable solution to streamline internal processes and trainings. The company implemented Fluix document management and workflow automation software to replace paper documents from the flight deck with Electronic Flight Bags (EFBs).

1. **Faster training evaluation and approval process reduces non-compliance risk** of pilots with aircraft-specific operational status, to ensure safety and security

2. **Streamlined turnaround time for important documents via Electronic Flight Bags** (e.g. voyage reports, incident forms, checklists, cabin crew assessments, EHM forms, journey logs, manuals, handbooks, etc.) sent to pilots, cabin crew and engineers faster, regardless of their geographic location

3. **Engine Health Monitoring Reports can be submitted immediately to Engineers,** reducing the non-essential time aircraft previously spent in maintenance hangars

Results

Saved hundreds of labor hours annually - valuable time that was previously spent on updating and distributing flight manuals. Also **removed 30-45 kg worth of paper** and folders from each individual flight deck.

Titan began their Fluix journey in 2013, with pilots using the software to update and store flight manuals. The company has since scaled its document management and automated workflow capacity with Fluix, to include:

187	**30,000+**	**26**
users	completed documents	automated workflows

"*When we have a last minute charter to a complex region, our Flight Operations department can get important airfield briefs uploaded into Fluix, so the pilots operating the flight can receive critical safety information immediately.*"

Andrew Taggart
Line Training Captain