

Finnair Flight Academy improves the simulator training business process with simLog, developed by Type 2 Solutions

The Company

The Finnair Flight Academy is owned by Finnair, one of the oldest airlines in operation. The airline was established in 1923 and the Finnair Flight Training Center, today Finnair Flight Academy, in 1950. This makes the Flight Academy one of the oldest in the industry.

The Finnair Flight Academy offers full flight simulators and pilot training to external airlines, business aviation operators and Finnair airline staff. Their customers are supported by the latest state-of-the-art training equipment and services.

The Challenge

Speed up process

Speed up the business process to have simulator session results available for invoicing. Decrease the amount of work involved with paper logs.

Avoid conflicting and duplicate sessions

Interchange data with the existing resource planning system (Wallchart®) used by the Flight Academy and Finnair's crew management system (Jeppesen CMS) to avoid duplicate or conflicting simulator sessions and improve data quality.

Accurate recency figures

Integrate data resulting from the simulator session process with Finnair's crew management flight data to provide accurate figures on recency of aircraft crew.

The Solution

simLog: electronic simulator session logging

Type 2 Solutions built simLog to address the Finnair Flight Academy's specific needs. simLog is a multi-simulator web-based system used to log and analyze all available data resulting from simulator sessions.

Continuous improvement

simLog serves as the single entry point for simulator session logging. Internal staff session results are fed back to the Jeppesen CMS and Wallchart® systems. External staff receive a personalized session report after each session for their own administration. After each session, the instructor is invited to fill in a survey which gives management insight in overall customer satisfaction. With this insight, the Finnair Flight Academy is able to continuously improve their service and stay ahead of the competition.

<i>Access anywhere</i>	To provide online connectivity, it was necessary to develop a communication hub between simLog and Jeppesen CMS. This was achieved using IBM WebSphere message queues. The web-based interface enables simLog to concurrently serve all simulators with a single simLog installation. simLog serves eight simulators which are located at the Finnair Flight Academy facilities in Helsinki. Besides serving the Academy's own simulators, simLog has the capability to administer sessions flown on external simulators.
<i>Access anytime</i>	The Academy's simulators are used 24 hours a day. Customer Service is not always present; to notify Customer Service in case of technical issues with the simulator, Type 2 Solutions extended simLog with a messaging functionality. This way, Customer Service can take appropriate measures.
<i>Authorization</i>	To facilitate the simulator log approval process, simLog offers a default authorization scheme. This allows different users to hold different roles and rights within the simLog application, and ensures that only authorized users can approve simulator logs before they are submitted to Finnair's back-office systems.
<i>Adapt to change</i>	Specific business rules are used to assist the instructor in completing the simulator log. These rules prepare the log and check its internal consistency throughout the data entry process. The simLog business rule engine enables simLog to easily adapt to process or market changes by changing the business rules instead of modifying the software. It also proved to be useful to determine which logs can be approved automatically.
<i>Reporting and more</i>	The simLog reporting tools provide a variety of operational, management, statistical and graphical reports on simulator-related aspects. Because the simLog application and the simLog reports are also available to external staff, the simLog application user interface matches the corporate identity of Finnair.

The Result

"The Finnair Flight Training Center is changing its operations as much as possible to electronic format. simLog is an excellent sample of this new form of recording information and getting it in an easy way into the required systems. simLog is in use with all our flight simulators and has proven to be a success."

Petri Louhivuori, Vice-President Finnair Flight Training Center