

# Enhanced Flight Tracking

## BUSINESS PROBLEM

Limited ground infrastructure and remote operations makes it difficult to for one of FLYHT's customers to efficiently facilitate the transfer of passengers to and from the airport. The net results of which include poor customer satisfaction and additional costs.

## FLYHT SOLUTION

In addition to providing basic flight following information such as aircraft movement messages (OOOI), and standard flight following reports, the Automated Flight Information Reporting System (AFIRS™) is also capable of incorporating geo-fences into its software that can be used to advise when an aircraft either enters (or exits) the boundaries defined by the customer via text or email. This is particularly useful in situations where direct voice communications are limited or multiple third parties are involved who rely on a single point of contact to effectively provide ground support.

For this customer, it is imperative that all parties are kept advised, in real time, on the progress of each flight. This includes when the passenger boarding process had begun, when the aircraft has left the boarding facility and is taxiing for departure, and finally when the aircraft has departed along with its estimated time of arrival.

## CLIENT RESULTS

To date this program has been a huge success and has achieved its goal of improving customer satisfaction and reducing costs by eliminating the effects of poor communications and logistical support issues.

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