# KLM opts for IBS' Crew Management Solution

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**July 3, 2008** - *[PRLog](#)* -- Trivandrum, India, IBS Software Services, a leading provider of new-generation IT solutions to the global Travel, Transportation and Logistics (TTL) industry, has signed an agreement to provide AvientCrew, its crew management solution to KLM Royal Dutch Airlines, the national airline of the Netherlands and the oldest airline in the world.  The airline will utilise AvientCrew, to gradually replace their existing mainframe system, INCRA, which has been handling the carrier's crew operations since the 1970's.

AvientCrew, is an intricately designed Crew Management system that optimizes crew utilization and maximizes crew productivity throughout an airline's operating environment, providing real-time alerting, crew data management as well as real-time solutions and decision support functions for problem solving.  AvientCrew will help KLM manage all aspects of their crew operations from the handover of the plans from their vacation and rostering systems, to the period beyond the day of operations, allowing for the consistent monitoring and identification of problems as they arise, thus improving overall crew tracking performance while reducing disruption costs. The system will ensure that rosters comply with governmental and regulatory requirements, airport restrictions, crew training, licensing and airline-specific requirements, as well as efficiently manage crew changes and disruptions on the day of operation.

The final choice for IBS' solution was made after a period of intense and extensive research. Two potential suppliers were selected for a 'proof of concept' to help arrive at a final decision. Forty selected KLM users along with business analysts and project architects tested both systems thoroughly before IBS' AvientCrew was accepted as the best overall solution and IBS the chosen business partner to KLM.

Mr. Y. de Haan, Executive Vice President KLM Operations said, "This new system for roster maintenance for our cabin and cockpit crew is very important for the KLM operation. We are very happy cooperating with IBS."

According to Mr. V. K. Mathews, Chairman & CEO, IBS Group, "We see this deal with KLM as a major milestone for IBS and the AvientCrew product, yet again demonstrating our ability to meet the rapidly evolving needs of the air transport industry.  With an airline of the size and stature of KLM opting to move away from legacy systems is vindication of IBS' vision for the air transportation industry."

AvientCrew, helps airlines manage their crew & optimize crew utilization and enhance productivity right from initial planning through to the day of operation. It enables easy viewing and manipulation of pairings, rosters, crew data and fast system enquiry. It provides crew management decision support functions that are effective in solving a wide range of problems by real time simulation and advanced 'What if' capabilities. The system improves crew productivity through pairing and rostering optimization and reduces disruptions due to absence of crew.

About KLM
KLM Royal Dutch Airlines is an international airline operating worldwide. KLM forms the core of the KLM Group, other members being KLM cityhopper and transavia.com. KLM merged with Air France in 2004 in a business model that is unique in the aviation industry. Under the Air France-KLM holding company, both KLM and Air France operate as network airlines: via hubs, or transfer airports, they maintain a worldwide network of services to European and intercontinental destinations. KLM and Air France complement each other through the optimal alignment of their networks and through the

coordination of their three core activities: passenger transport, cargo transport and aircraft maintenance.

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About IBS
The IBS Group (IBS) is a leading global provider of new-generation IT solutions to the Travel, Transportation and Logistics (TTL) industry. A specialist in the domain, IBS offers a range of products and services that manage mission-critical operations of major airlines, airports, oil and gas companies, seaports, cruise lines and tour operators world-wide. IBS services include technology consulting, testing, usability engineering, business intelligence & data warehousing, application development, re-engineering, and maintenance. SEI CMMI Level-5 and PCMM Level 5 assessed, ISO 9001:2000, TickIT and ISO 27001:2005 certified, IBS operates software development centers in Bangalore, Boston, Cochin, London, Trivandrum and Washington DC. IBS operates out of fourteen business centers in the Americas, Europe, Asia-Pacific, the Middle East and Africa. More information about IBS is available at
http://www.ibsplc.com

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