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IZON™ CONNECTED PLATFORM

SIMPLIFYING THE BUSINESS OF FLIGHT

The information you need, when you need it
– no matter where you are



Collins Aerospace

INTRODUCTION

REAL-LIFE PASSENGER SCENARIOS

Important speech

The CEO of a major U.S.-based corporation boards one of the company jets set to travel from Washington, D.C. to Los Angeles where the annual shareholders meeting is taking place. The CEO is not satisfied with the speech he will deliver at the meeting. He calls the speechwriter and asks him to clear his calendar so they can revise the speech while the CEO is enroute. As he boards the aircraft, the CEO tells the pilot he must have constant, robust internet access throughout the flight to work with the speechwriter to revise the speech and accompanying slides.

Last-minute shopping

A well-known actor decides to travel with her husband, their three young children, their nanny – a U.K. national and personal assistant – from their home near Los Angeles to their second home in the south of France. They do not own a plane, but participate in a jet-sharing program that allows them to choose from a range of aircraft. They have chosen a jet with just enough space for their trip. They also want to be sure the aircraft has full internet connectivity so that the children can play their video games and stream movies throughout the flight. As they are about to take off, the actor receives a phone call from her elderly mother who wants to join them so she can buy some antiques in Provence. Her mother's caregiver must travel with her at all times, so she will be coming as well. The change in plans will require a larger aircraft. The mother's caregiver is from the Philippines and in the U.S. on a work visa. She will need a Schengen visa to enter France.

Additional entourage

A New York-based philanthropist who is funding solutions to end hunger in Sub-Saharan Africa is intrigued by new farming methods being introduced in Zambia and Rwanda. He decides he wants to see these new techniques first-hand. He owns a large private jet with a dedicated crew. He tells his assistant he wants to depart for these locations the next day. He will be joined by just one person – his adviser on the program. Through herculean effort, his team makes the plans for his departure, and they take off the next morning. While in the air, he decides he will need a security detail and wants to add four people to the manifest on the leg from Zambia to Rwanda. He also wants to spend a few days in the Seychelle islands after leaving Africa.



A SIMPLE DIGITAL STRATEGY

For the flight operations teams supporting these trips, these are rare, right? Wrong. These are the types of twists and turns business aviation support organizations see every day.

A shift in the schedule? That means filing a new flight plan, checking to be sure the pilots haven't "timed out" making them unable to fly, arranging new times for ground transportation, not to mention double-checking aircraft availability.

A change in passengers and cargo? That requires a new flight manifest, confirming adequate seating, re-checking weight and balance, plus making sure you've got the right aircraft for the job.

A new or unfamiliar destination across international borders? That's going to mean a new flight plan, checking to see if overland or landing permits are required, informing pilots on flying and landing conditions, confirmation of passports and/or visas for all passengers and crew, checking fuel levels, ensuring connectivity is constant and uninterrupted, and arranging for ground transportation. And in the era of COVID-19, it also means checking the most current information on the destination country's entry restrictions and quarantine requirements.

As business aviation support professionals know, there is no such thing as a typical flight. It is never as simple as going from Point A to Point B. Every trip is a complex mix of details requiring

thoughtful attention, decision-making, and action to assure the safety, security and satisfaction of the passengers and a smooth, successful flight.

How do they do that? How do they continually take in new information, adjust the plan, and keep things moving to meet the needs of their customers? Like the proverbial duck gliding serenely on the surface of the water but paddling like crazy below, business aviation support teams consistently find a way to deliver while making it look easy. It's not.

Collins Aerospace is changing that. For decades, Collins has been the "go-to" company for business aviation flight support services, providing everything from scheduling software to flight planning and trip management to connectivity. Operators know and rely on Collins customer support teams, available 24/7, 365 days a year to help ensure passengers arrive safely and on-time. And while Collins is committed to maintaining that strong person-to-person support, the company is also pursuing a vision that will make everything about business aviation easier and more efficient.

The key to that transformation? Smart, connected data.

SIMPLY CONNECTED TO MAKE BETTER DECISIONS

What makes business aviation support so challenging is the need to continually stay on top of incoming data. Good decisions, smart planning and safe flying all depend on the continuous flow of accurate, real-time information from many different sources.

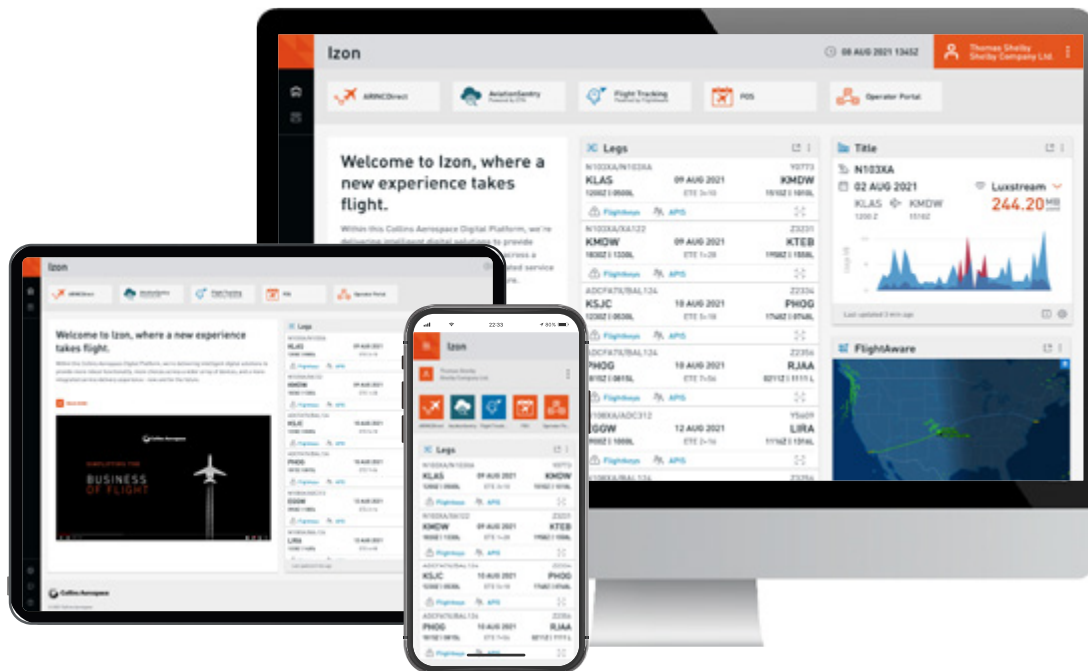
Collins' vision is to harness all of that data, package it in a way that makes it clearer and more useful, and deliver it to the right person at the right time.

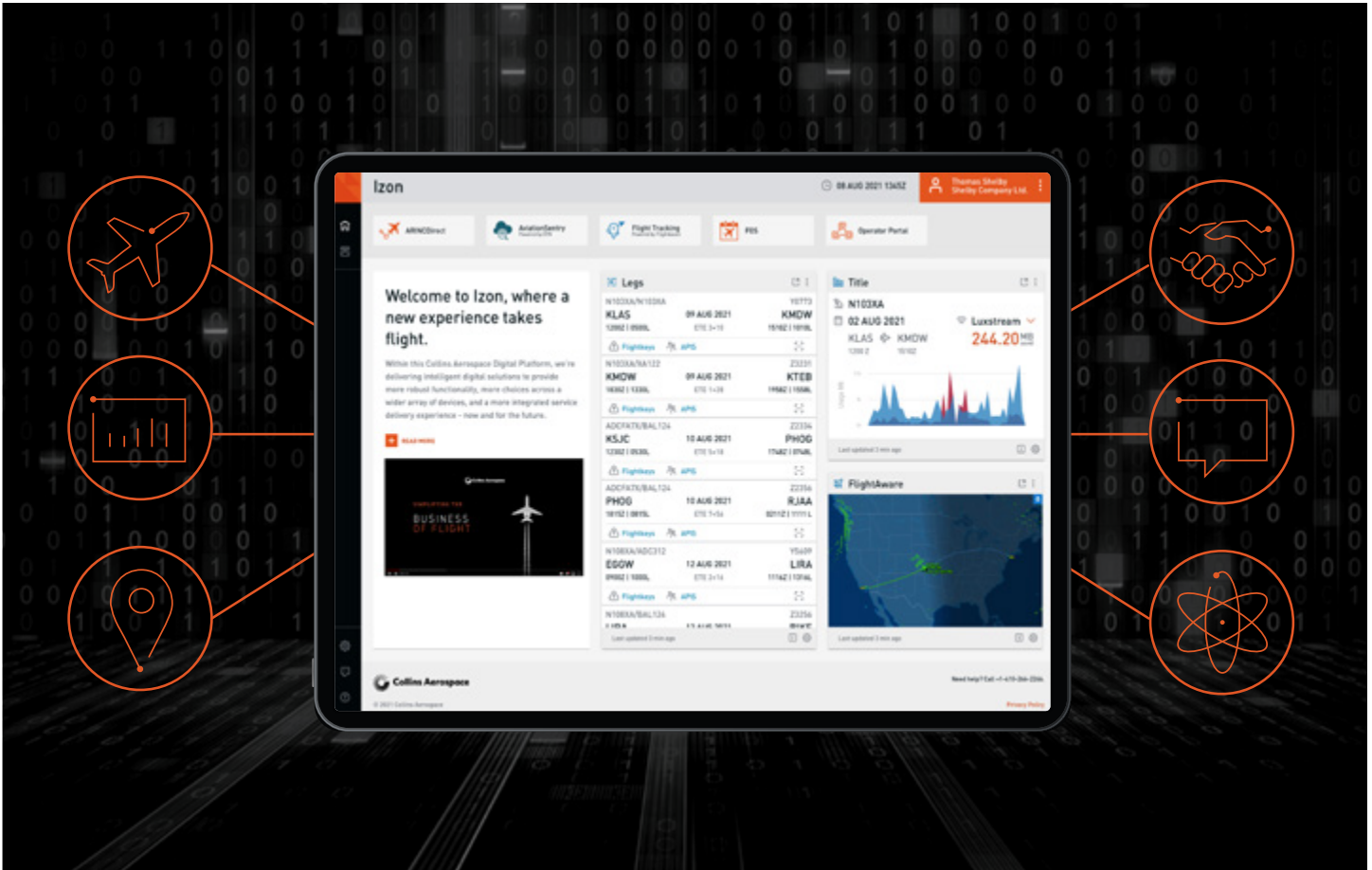
This is no small task. Business aviation professionals rely on data from numerous products – flight scheduling software, flight planning applications, flight management tools and many more. Most of these tools are Collins products, such as the ARINCDirectSM flight support applications, which are well known and highly valued by the business aviation community. But many of these applications operate independently – that is, they require users to sign in and enter data into each one separately. Information is not carried over or auto-populated from one application to another. Adding even more complexity to the job, these professionals also rely on other, third-party providers, such as fuel suppliers, in-flight caterers and ground transportation experts. This requires another set of log-ins, data entry and an understanding of how to navigate through each individual application.

Collins recognizes the many pain points these independent systems bring to the job of business aviation support and is committed to eliminating them – while also streamlining the workflow and enhancing productivity.

How? Regardless of whether the product or service comes from Collins or another preferred provider, Collins intends to pull together all of the best-in-class tools business aviation professions require to create a “one-stop-shop” for every type of support they need.

The centerpiece of this vision is a new connected platform, called IzonTM, which is the new digital home base for all the applications – both existing and future.





Izon connected platform enables users to access tools and services through a single portal that recognizes them across the platform, eliminating the need to sign into each application separately. Beyond that, the various applications communicate with each other, sharing relevant data as changes or updates are made, thus reducing the need to re-enter data within the different applications.

Izon gives users more self-service options as well. Operators can set their profiles and preferences to expand or filter out certain types of data, enabling them to take a big-picture view of their operations or narrow their focus to the task at hand.

Designed for use by all types of business aviation professionals, Izon streamlines workflows across the organization by housing relevant, aggregated data in one centralized location. That data can then be accessed by flight crews, planning and safety management, cabin crews, ground operations, scheduling and maintenance crews – and even in some cases, passengers.

Recognizing the need for information to be accessible anywhere, anytime, on virtually any device, Izon is mobile-friendly. For instance, pilots looking for the latest weather information can go to the Izon app on their phone and get the most up-to-date report. Similarly, a member of the aircraft maintenance crew can use the Izon app to call up maintenance records for a particular aircraft. Or a crew member for a corporate jet can use the Izon app to check names on a flight manifest.

These and other improvements will not only bring new efficiencies to the processes involved in flight scheduling, planning and management, they will also dramatically reduce the stress on support personnel and the associated risk of human error.

While the most transformative benefits of this approach to the business of private flight will go to large-scale operators, Izon is game-changing for organizations managing even a small fleet of aircraft. The aggregation, integration and synchronization of data through Izon provides new insights that can dramatically change the way they do business. For instance, with on-demand reports about fuel consumption across a fleet of charter jets, operators might leverage their buying power to get better fuel prices. That same operator might view aggregated data on aircraft maintenance and see an opportunity to purchase parts in larger quantities at a discount. The manager of a corporate fleet could generate reports on usage and cost to support budget requests. The platform could also enable operators to quickly provide new trip pricing as clients change plans. And with flight risk assessment tools built into Izon applications, business jet operators could easily identify safety events, risks and trends and address them quickly. These are just a few examples of the many ways Izon will revolutionize the business of flight.



As Izon “takes flight,” current Collins customers will see new efficiencies immediately. These include: single sign-on; a dashboard of available applications, including ARINC Direct Flight Support Services and connectivity; streamlined workflows enabling operators to spend more time accomplishing tasks, less time navigating IT systems; integrated data, eliminating the need to re-enter information into different applications; and simplified access to key services, such as post-flight debriefs and the administration of passenger internet.

Throughout 2022 and beyond, additional flight planning and scheduling enhancements will continue to increase the functionality and usability of Izon.

As more applications, greater capability and third-party providers become part of the network, users will be able to realize the full potential of Izon.

With Izon on the horizon, the challenges and complexity of supporting private flight will begin to fade. The twists and turns of various passenger scenarios will become significantly easier to handle. Operators will find new efficiencies and better ways to serve their clients.

Collins is driving an entirely new experience. Liftoff has begun, the ascent will follow and soon the entire business aviation industry will be soaring on the wings of Izon.

For more information about the improvements Izon is bringing to the business aviation community, go to: collinsaerospace.com/Izon

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