

AIR MAESTRO

| Training and Optimisation Services

FIRSTLY

WELCOME

— TO ENHANCED FUNCTIONALITY

Congratulations for taking the first step towards enhanced functionality of your Air Maestro domain and, consequentially, your Company's management system as a whole.

Choosing to advance your staff's competence regarding the use of Air Maestro will greatly improve their interaction with the system which, in turn, will have a direct and positive impact on the efficiency, safety and compliance of your operations.

Cairn's specialist advisors will work closely with your key personnel to optimise your Air Maestro domain, ensuring that it is set up to streamline and regulate as many of your management processes as possible.

Your objective is to relieve staff of the grunt work that hampers productivity, and to bullet-proof your management system. Once optimised, Air Maestro will provide the structure and control required to achieve this goal, and we welcome the opportunity to facilitate the process.

Rob Daneel
Chief Executive Officer

CONTENTS

WELCOME	2
.....	
TABLE OF CONTENTS	3
.....	
INTRODUCTION - WHY TRAINING IS CRITICALLY IMPORTANT	5
.....	
INTRODUCTION - OPTIMISATION: LUXURY OR NECESSITY?	6
.....	
SERVICES - WHAT WE CAN DO FOR YOU	7
.....	
SERVICES - THE FINE PRINT	8

FUNCTION BEFORE --- AUTOMATION

Despite our affinity for technology, our development and optimisation processes are founded on the principle of “function before automation”. This means that we don’t contemplate the application of software solutions until *after* workflows, controls and feedback mechanisms have been designed around objective criteria. Once solid and functional systems are in place, our analysts tailor and integrate software solutions to automate and regulate processes. This approach ensures that our clients’ management systems are able to function perfectly in the absence of automation. The benefits of the software solutions are realised in terms of the time, effort and money they save, and the efficiency and accuracy with which they analyse data and present statistics.

1 | WHY TRAINING IS CRITICALLY IMPORTANT

Your budget is tight and, understandably, you are reluctant to allocate funds to Air Maestro training, especially given that you are already paying subscription fees for the software.

However, have you calculated the cost incurred by the wasted time and effort of staff who do not know how to properly use your primary operations and safety management system?

And have you considered how unlocking the full potential of Air Maestro would benefit your organisation?

Here are some examples:



Employee ENGAGEMENT

Staff who are comfortable with Air Maestro will use it as a primary means of interacting within your management structure. Safety reporting will increase, data captured via Flight Records and Timesheets will be more accurate and consistent, corrective actions will be closed before deadline, and effective top-down and bottom-up communications will promote transparency and trust.



Operational CONTROL

A software application is like a sewer: you get out what you put in. Capture of inaccurate data, or failure to capture the required data, will corrupt system integrity and erode end-user confidence. Operational control is highly reliant on the consistent accuracy of data related to recencies, flight records and FDP. Poorly trained users cannot be relied upon to capture accurate data.



Enhanced SAFETY

Hazard reporting, and the subsequent analysis and control of associated risk, are critical elements of an effective SMS. Trained personnel, who willingly engage with Air Maestro, are more likely to report safety issues. The system's design ensures that reporters receive continuous feedback, encouraging increased interaction and higher reporting rates.



Regulatory COMPLIANCE

Why did you purchase Air Maestro in the first place? Were you tired of not having your finger on the pulse of your operations, or of having to extrapolate stat's and statuses from boards, spreadsheets and files? Well, if your staff are not trained to use Air Maestro correctly, your situation hasn't improved much, and your subscription fees aren't buying you a better night's sleep.

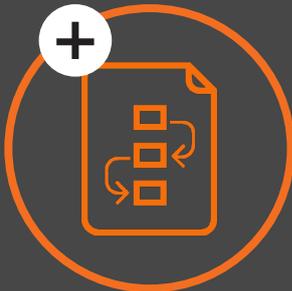
SYSTEM

2

OPTIMISATION...

LUXURY OR NECESSITY?

Optimising your Air Maestro domain is like tuning your car’s engine... you don’t have to do it, but it’s going to save you a lot of money and pain if you do. Once your staff have been trained and are engaged with the system, we will help them to elevate the functionality of Air Maestro to new levels. Automation of more operational and administrative processes, export and presentation of meaningful business intelligence (BI), and holistic integration are but a few of the benefits that you can look forward to.



STREAMLINE PROCESSES

Improve efficiency and control through refinement of existing setup and work flows, and by bringing new processes online, consolidating all interactions in a single secure repository.



HOLISTIC INTEGRATION

Eliminate management silos and the errors and inefficiencies that come with double entry. Enhance comm’s between departments and facilitate data exchange between IT solutions.



ACCESS BUSINESS INTELLIGENCE

Integrate with third-party BI solutions and unlock access to your operational and business data, allowing analysis of performance metrics and compilation of meaningful reports.

BILL GATES —

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

SERVICES

What we can do for you



ONSITE / ONLINE TRAINING

Our facilitators are available to train your staff in the comfort of your offices or, alternatively, via an Internet conferencing link. Time allocation will depend on the scope of training required (i.e. how many, and which modules of Air Maestro), but we are happy to extend training at your request.



ONSITE / ONLINE OPTIMISATION

An optimisation intervention assumes that your staff are competent users of Air Maestro and are able to employ it at an advanced level. We follow a phased approach, beginning with an analysis of work flows and requirements, agreeing on improvements and, finally, progressing to automation.



INTEGRATION OF BI SOLUTIONS

Air Maestro offers powerful safety- and auditing dashboards, but does not display other stats in graphic format. The use of solutions like *Power BI* permit collation of exported data in easy reference apps and reports. Working with your staff, our analysts will configure BI apps to your requirements.

PRO'S AND CON'S

On-site training affords the advantage of face-to-face interaction, but requires that your staff are taken off-task for the duration of training. Online training can be broken into shorter sessions and extended over time.

RECOMMENDATIONS

We do not recommend that you consider optimisation until at least 12 months after successful implementation of Air Maestro. The exercise is best conducted on premise, permitting in-situ analysis of your operations.

REQUIREMENTS

While we can assist with the formulation of performance indicators, nobody knows your business like you do. Be sure that you know what you want from a BI integration. You will need to subscribe to a 3rd party BI solution.

APPLICABLE RATES AND FEES



HOURLY RATE
USD 50.00



DAILY RATE
USD 300.00



PROJECT FEE
ON REQUEST

WHAT OUR CLIENTS SAY

"We have been using Air Maestro for over 5 years and have always enjoyed fantastic support from Cairn Aviation.

With new personnel coming onboard in key roles, as well as a push towards a paperless environment, we arranged a 3 day training workshop to review and improve our current processes, onboard functionality and modules we hadn't previously used and ensure our new hires would learn the foundations of Air Maestro.

Mike had an excellent grasp of what we wanted to achieve and ensured the workshop was very well planned, relevant & the time used comprehensively. He spent quality one-on-one time with key users of Air Maestro, guiding them through the processes and steps to attain the functionality required, and in many cases, provided suggestions that far better suited the outcome we wished to achieve.

Group sessions allowed us to discuss, customize and couple our workflows with the relevant Air Maestro modules, enhancing our paperless environment and improving communication and compliance.

Going forward we're going to make this workshop an annual event, such was the benefit and value for money."

Lisa-Linn Constable

Operations Manager
Sahara African Aviation



 See more

THE FINE PRINT



APPLICATION OF FEES

Travelling time, weekends and public holidays.

Please note that full fees are charged for the time that Cairn's personnel spend in transit to and from your premises and/or training venues.

In the event that our training personnel and/or analysts are required to travel on weekends and/or public holidays, 'time and a half' (150%) shall apply to fees.



RESTRICTIONS RE DELEGATE NUMBERS

Restrictions applicable to on-site and online training.

In order to ensure that delegates receive a high quality of training, attendance is restricted to 10 delegates for on-site training and 6 for online training. We recommend additional sessions for groups exceeding the numbers stated above. Delegates of online training must ensure the quality of Internet connections before logging in.



TRAVEL AND ACCOMMODATION

Arrangement of and payment for airfares, vehicle hire and lodgings.

In order to avoid the necessity for additional claims, we request that you make and pay for airfares, vehicle hire and accommodation. Accommodation should be 3 star (or equivalent) in RSA and 4 star in other African countries. To avoid misunderstandings, airline reservations must be coordinated with Cairn before confirmation.



SUBSISTENCE ALLOWANCE

Arrangement of and payment for meals.

If your Company elects not to provide meals for our trainers and/or facilitators, we will add a subsistence allowance to the final invoice. The allowance will be calculated according to the rates recommended by SARS (see <https://www.sars.gov.za/Tax-Rates/Employers/Pages/Subsistence-Allowances-and-Advances.aspx>).



EXCLUSIONS

Expenses for which Cairn is not responsible.

The responsibilities of Cairn shall not include expenses related to the execution of training and/or optimisation (e.g. printing and publishing, venue hire, registration fees, licensing fees, etc.). If requested, Cairn may assume additional responsibilities, in which case they will be included, at cost, in the final monthly invoice.



INVOICING

Pre-delivery deposit, terms of payment and cancellation.

Once you accept this proposal, we will email you an invoice. To secure your reservation, we request that you settle 50% of the invoice. Please settle the balance of the invoice within 30 days of completion of the intervention. Deposit will be refunded if we receive written notice of cancellation 3 weeks prior to the date on which the intervention is scheduled.



CAIRN

a v i a t i o n

Contact us

+27 28 050 0398

+27 66 483 9798

info@cairnaviation.com

<https://cairnaviation.com/>

