A ROBUST FLIGHT SUPPORT SOLUTION BY LEON AND FLIGHTWORX

News / Business aviation

Being regarded today as leaders in their areas of expertise, respectively scheduling software and flight support services, Leon Software and Flightworx Aviation deliver highly bespoke solutions for the aviation business. This could not be achieved without a high level of comprehension and dedication in communication between both sides.

However, at the beginning of cooperation in early 2010s their reach was significantly smaller. Due to its origins, Leon already possessed a number of features designed for flight dispatch and support services, yet many more were still in the air as the company was gathering data and experience necessary to implement them for a wider audience. This is also where the collaboration with Flightworx became increasingly impactful.

Challenges to overcome

As one of Leon's first big flight support providers, Flightworx reached to them not only with expectations, but also a plenty of ideas to supplement the development process. Leon had to match the process of sales in Flightworx and in order to do that, they had to address several

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aspects of flight support company's way of working, including business model, communication scheme, pricing policy, among others.

It started with differentiating levels of access for each flight support team and providing the team with a central repository for all the data required for a flight to be successful. Developers of Leon soon realized that this was just a tip of the iceberg as flight support companies tend to work with tens or even hundreds of AOC holders. With each of them requiring a different approach, there was a growing demand for a complex pricing tool, allowing to set up a complete list of services with prices and assign them to a particular client or aircraft.

This is also where Leon's partnership with Flightworx truly blossomed. With the know-how of an Essex-based company, Leon introduced a new solution for flight support services, allowing an efficient management of an external fleet and a better collaboration between flight support and its ad-hoc or consistent client base. Currently users of this particular software can even define permits required for an overflight or landing that would be consequently included in billing sheet documents for flight support's clients.

"At Leon we pride ourselves on being really good listeners and that translates well into our solutions we provide the aviation business with," said Pawe? Kruk, CEO of Leon Software. "We listen to the feedback, explore the possibilities and then implement features the aviation business would love to see in their daily work routine. Our cooperation with Flightworx is a great example of that, but more importantly, is a proof that in long-lasting partnerships we can truly elevate each other's business."

"Here at Flightworx we have been providing flight support solutions for 11 years. We offer our clients proactive solutions to complex issues or situations that may affect an operation, and will react quickly in order to solve a problem," said James Wiskin, Director of Flightworx Aviation Ltd. "Our innovative thinking has helped Leon become one of the leading aviation software providers for flight management and scheduling, which has also helped to free up our team's time to become more efficient at providing a top-class service to our clients."

Operating model that fits

Due to the cooperation with Flightworx, Leon has also developed advanced billing sheets to help flight support companies with setting up and delivering proper settlements to their clients. The billing process is highly automated now and the relevant data included in the pricing configuration is also reflected on billing sheet documents. Hence, it results in an increased transparency and more efficient information flow in a customer-oriented communication.

In the current version of Leon there is a number of models a flight support company can operate with, starting with services delivered on ad-hoc basis, through more advanced levels of services, in which company's clients receive guest logins with basic access to the platform. This strengthens an efficient coordination of services, as clients can not only add or cancel their planned flights via Leon, but also be up-to-date in terms of flight preparations through featured checklists. The ultimate collaboration model takes into account services for clients using Leon for their own operations. In this scenario, mutual clients can benefit from a wider range of features, including integrations available in Leon, such as PPS, Avinode, CAMP and many others.

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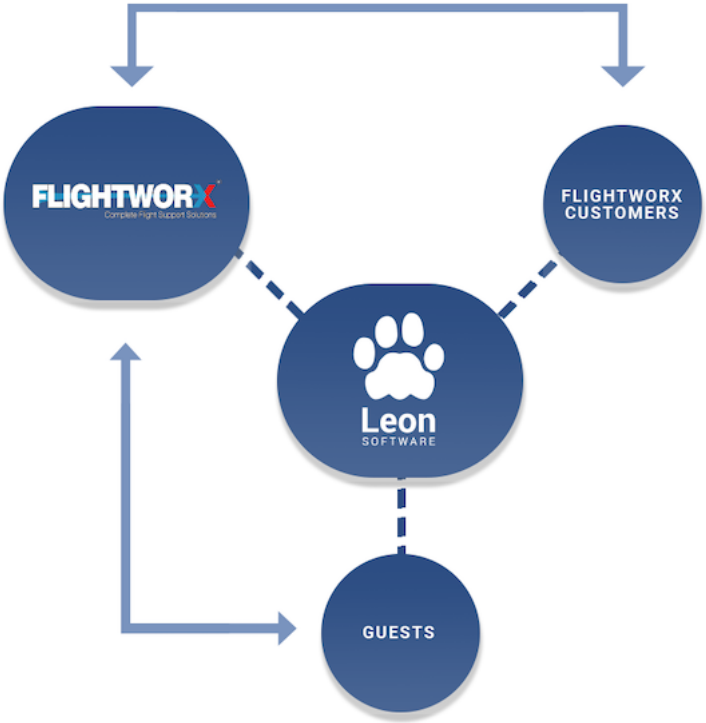

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